ICTs IN SPANISH HOUSEHOLDS

24th edition Survey Panel

2nd Quarter 2009 April-June

GOBIERNO DE ESPAÑA
MINISTERIO DE INDUSTRIA, TURISMO Y COMERCIO

This report on the 24th edition Survey Panel "ICTs in Spanish Households" conducted by the ONTSI (Spanish Observatory for Telecommunications and the Information Society) has been drawn up by the ONTSI survey team:

Alberto Urueña (Co-ordination)
Annie Ferrari
Elena Valdecasa
María Pilar Ballestero
Pedro Antón
Raquel Castro
Santiago Cadenas

HIGHLIGHTS

In the second quarter of 2009 Spanish households spent €3.292 billion on ICT services

Household expenditure on landline telephony, mobile telephony, Internet and Pay TV was €3.292 billion in the second quarter of 2009, which represents a year-on-year increase of 2.9% and is €93 million more than in the same period of the previous year.

The average expenditure of a household with four ICT services, €115/month, has seen a year-on-year drop of €12 per household and month

In terms of expenditure per contracted service, while those with a single service spent €52/month, those with two, three and four services spent €28, €31 and €29 per service, respectively.

Average expenditure per household on landline telephony fell again, and now stands at €28.9/month, including VAT

Due to the drop in call-minutes per household in the second quarter of 2009, average household expenditure fell to €28.9. Although this is still close to the €30 mark, this is the first time since the end of 2007 that it has fallen below €29.

Mobile telephony expenditure rose to €1.437 billion, a year-on-year increase of €36 million

This increase came from the contract option, which increased by €61 million in this period, accounting for 71% of overall expenditure compared to 68.5% in the previous year, while pay as you go (PAYG) fell by €25 million, reducing its overall weight in mobile telephony expenditure to 29%.

Expenditure on pay TV reached €305 million in the second quarter of 2009, a year-on-year increase of 4%

This increase came from subscription costs, while expenditure on pay per view (PPV), together with discounts fell compared with the same period of the preceding year. The downward trend in average household expenditure persists, falling to €30.4/month (including VAT).

The service that experienced the greatest year-on-year growth was the Internet, while average household expenditure fell to €25.2

Internet expenditure continued to rise, reaching €525 million in the second quarter of 2009, an increase of 9.8%, while average household expenditure fell to €25.2, including VAT, the lowest figure since the last quarter of 2006.

23rd edition
January-March 2009

The sections indicated cannot be updated to the second quarter of 2009, on which this report is based and, therefore, the information of the previous edition/quarter, that is, of the **23rd Edition/1st Quarter** is shown.

The aforementioned is because this report corresponds to an edition that is not based on questionnaires. Said information is obtained half-yearly, in alternate editions, while information from invoices is collected quarterly, as is the case of this **24th Edition/2nd Quarter**.

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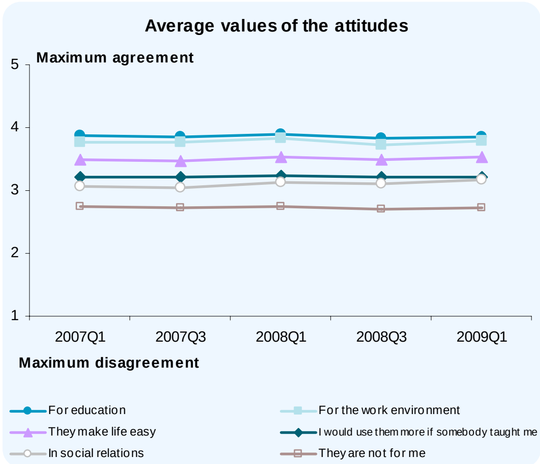
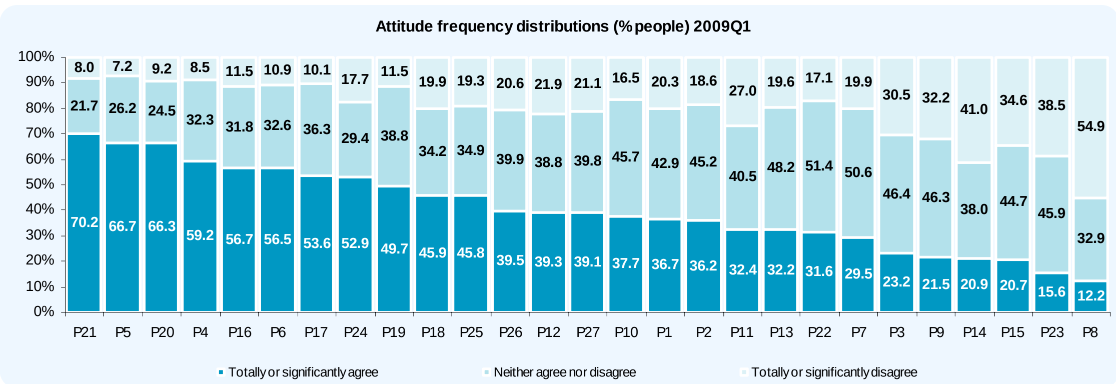
1. ATTITUDE TOWARDS NEW TECHNOLOGIES

Average values (1 totally disagree- 5 totally agree)		2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
P21	Awareness of new technologies will be fundamental in education	3.88	3.84	3.88	3.82	3.86
P5	Public Administrations should help spread information about new technol	3.86	3.81	3.80	3.81	3.83
P20	Awareness of new technologies is important in the working world	3.77	3.76	3.83	3.73	3.78
P4	The new technologies often do not justify their price	3.65	3.64	3.63	3.62	3.68
P16	Those who do not adapt to the new technologies are going to find things	3.55	3.52	3.59	3.55	3.58
P6	The new technologies help to resolve some problems	3.51	3.51	3.50	3.51	3.53
P17	The new technologies make life easier and more comfortable	3.48	3.47	3.52	3.48	3.53
P19	The new technologies make it difficult to separate work from leisure time	3.47	3.48	3.46	3.44	3.50
P24	My relationship with the new technologies is very practical	3.44	3.42	3.44	3.45	3.44
P18	New technologies lead to less interpersonal communication	3.39	3.42	3.39	3.38	3.38
P25	I am only interested in technologies that are easy to set up and use	3.32	3.28	3.32	3.30	3.32
P27	The Internet presents more disadvantages for children than advantages	3.22	3.21	3.19	3.21	3.28
P1	Price is the most important factor for me when choosing	3.15	3.19	3.20	3.19	3.23
P2	I am interested in the new technologies, but I find them very expensive	3.15	3.20	3.19	3.18	3.22
P10	NTs allow me to do what I want, when and where I want	3.17	3.18	3.22	3.20	3.22
P26	I would use more technological products and services if someone taught	3.22	3.22	3.23	3.21	3.21
P22	The new technologies do not fulfil all the promises	3.22	3.21	3.17	3.21	3.18
P12	Some knowledge of NTs is important for social relations	3.06	3.05	3.14	3.11	3.17
P13	I will join in when they have been sufficiently tested	3.11	3.11	3.08	3.11	3.13
P7	I am not planning on buying NTs until their prices drop	3.12	3.12	3.10	3.13	3.11
P11	I like to try the new technological advances	3.02	3.01	3.04	3.01	3.01
P3	The new technologies help me to develop as a person	2.77	2.83	2.87	2.84	2.84
P9	I will start using new technologies when I see a number of other people d	2.79	2.83	2.80	2.82	2.82
P15	I am not sure what the new technologies can do for me	2.84	2.83	2.81	2.82	2.81
P14	The new technologies are not for me	2.74	2.72	2.75	2.71	2.72
P23	Shopping on the Internet is safe	2.58	2.60	2.57	2.63	2.63
P8	I am one of the first to buy NTs in my environment	2.33	2.36	2.36	2.38	2.33

The positive attitude towards new technologies continued with minor changes in the first quarter of 2009. Compared to the previous year, the perceived security of Internet purchases increased, as did the consideration of the drawbacks for children using the Internet as a window for accessing certain types of content.



Seven out of ten people considered new technologies fundamental in education; they recognised the role of public administrations in helping to understand NTs and appreciated their importance in the world of work.



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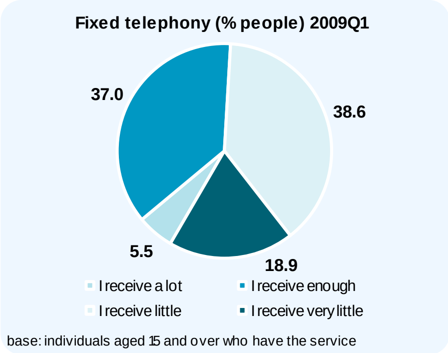
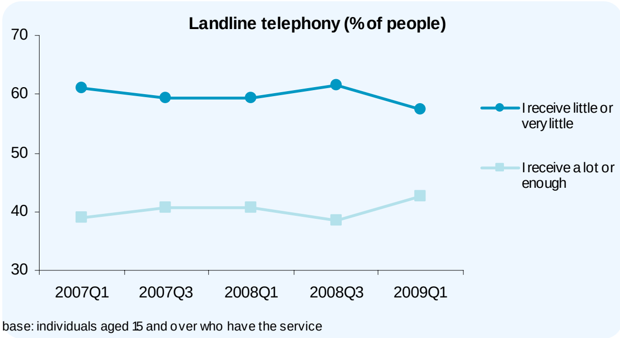
2. ICT SERVICES PRICE / VALUE RATIO

2.1. ICT services price / value ratio

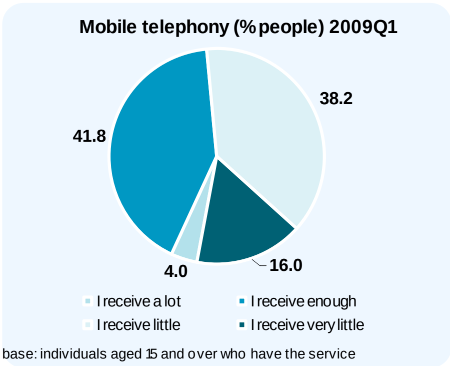


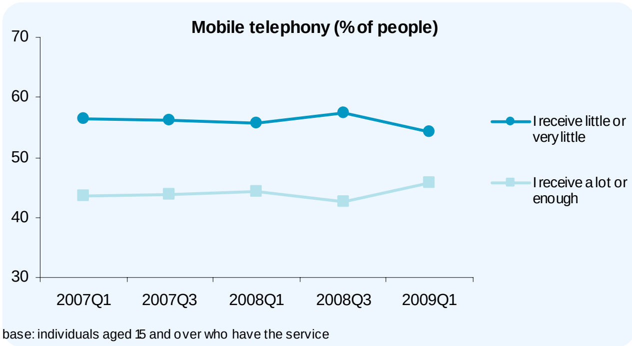


% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
I receive a lot	4.2	4.8	4.6	5.0	5.5
I receive enough	34.8	35.9	36.1	33.6	37.0
I receive little	40.8	40.0	39.1	40.4	38.6
I receive very little	20.2	19.3	20.2	21.0	18.9

Base: individuals aged 15 and over who have the service

The price/value ratio for fixed telephony improved over the last year, although those who considered that they received little or very little value continued to exceed those who received a lot or sufficient.

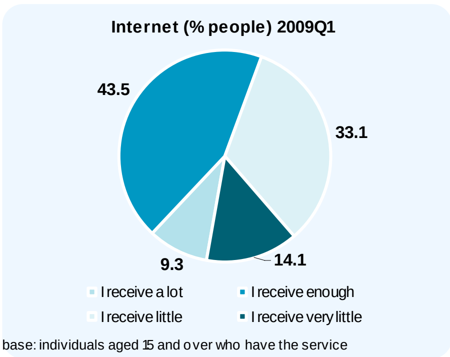


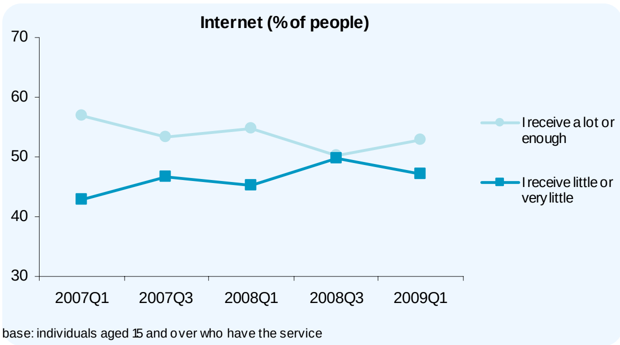


% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
I receive a lot	3.2	4.0	4.2	3.3	4.0
I receive enough	40.4	39.7	40.1	39.3	41.8
I receive little	39.5	39.4	40.5	41.1	38.2
I receive very little	16.9	16.9	15.2	16.3	16.0

Base: individuals aged 15 and over who have the service

There was significant improvement in the evaluation of mobile telephony services compared to the previous year, with up to 45.8% considering that they received a lot or sufficient value.

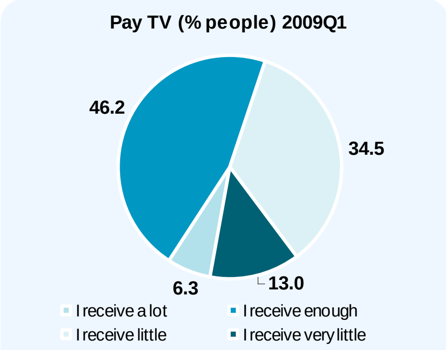




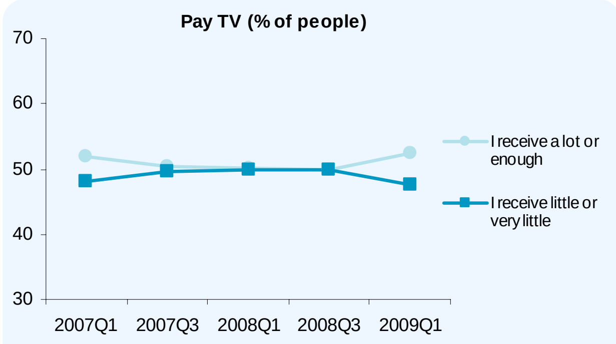
% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
I receive a lot	8.0	9.0	8.4	7.7	9.3
I receive enough	49.0	44.3	46.3	42.6	43.5
I receive little	29.3	32.5	30.3	33.8	33.1
I receive very little	13.6	14.2	14.9	15.9	14.1

Base: individuals aged 15 and over who have the service

The perceived price value ratio of the Internet improved compared to the previous quarter, but was lower than the ratio one year ago.



base: individuals aged 15 and over who have the service



base: individuals aged 15 and over who have the service

The evaluations of Pay TV in the first quarter of 2009 were higher than for the same period in previous years, with an increase in the percentage of those who felt they received a lot compared to what they paid for this service.

% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
I receive a lot	4.9	4.2	3.7	5.2	6.3
I receive enough	47.0	46.1	46.4	44.8	46.2
I receive little	32.8	35.6	35.9	35.4	34.5
I receive very little	15.4	14.1	14.0	14.6	13.0

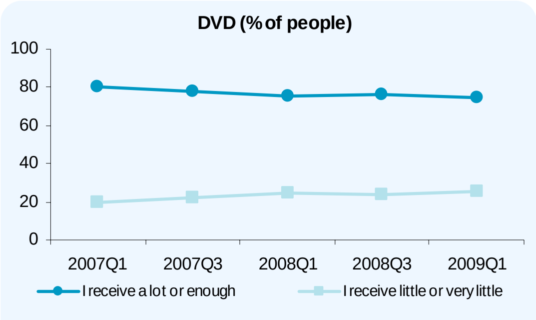
Base: individuals aged 15 and over who have the service

2.2. ICT devices price / value ratio

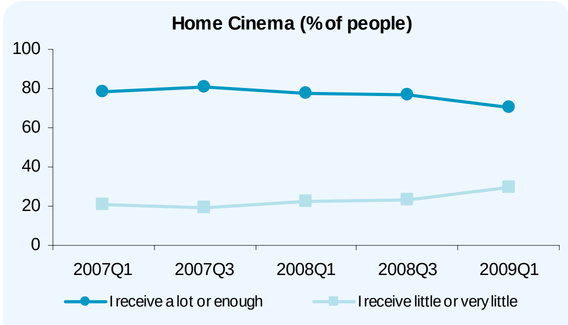
	% of individuals	2006Q1	2006Q3	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
DVD	I receive a lot	13.1	13.4	12.5	12.8	11.4	10.8	13.8
	I receive enough	68.5	68.6	67.8	64.9	64.0	65.5	60.9
	I receive little	12.5	12.3	14.2	15.7	16.7	15.6	18.0
	I receive very little	6.1	5.8	5.6	6.6	8.0	8.1	7.3
Home Cinema	I receive a lot	15.8	11.9	12.9	16.7	13.1	11.6	14.6
	I receive enough	67.2	69.0	65.9	63.8	64.7	65.4	55.8
	I receive little	12.6	15.6	14.1	14.5	14.2	14.9	25.0
	I receive very little	4.4	3.5	7.1	5.0	8.0	8.1	4.7
Video console	I receive a lot	14.9	12.3	11.4	12.0	11.0	10.7	14.7
	I receive enough	57.2	58.6	58.7	56.7	54.2	56.2	55.9
	I receive little	19.1	17.7	19.3	22.1	23.0	19.0	20.0
	I receive very little	8.9	11.3	10.6	9.2	11.8	14.1	9.5

Base: individuals aged 15 and over who have the equipment

Regarding ICT devices in the home, three out of four individuals aged 15 and over declared that they received a lot or sufficient value for what they paid for their DVD players (74.7%), home cinema systems (70.4%) for home cinema systems and videogames consoles (70.6%).

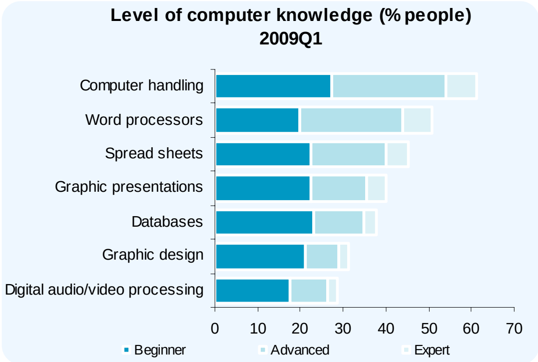


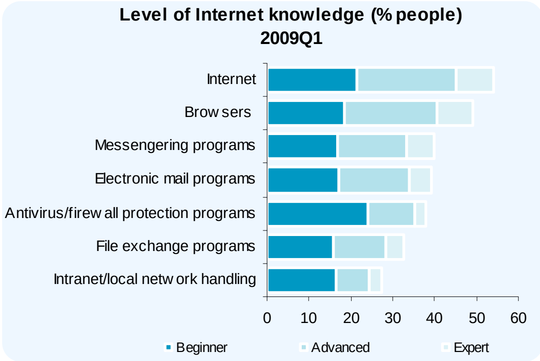
base: individuals aged 15 and over who have the equipment



base: individuals aged 15 and over who have the equipment

3. COMPUTER AND INTERNET SKILLS





Of the population aged 15 and over, 61.3% know how to operate a computer, with similar percentages for beginners and advanced users. Half of the population (50.8%) knows how to use a word processor and 45.4% declared knowledge of spreadsheets.

A total of 54.1% of individuals declared they had knowledge of the Internet, with more advanced users (23.5%) than beginners (21.5%), and about 9.1% declared they were experts. When asked specifically about browsers, nearly half the population (49%) declared they knew how to use them.

Computer knowledge

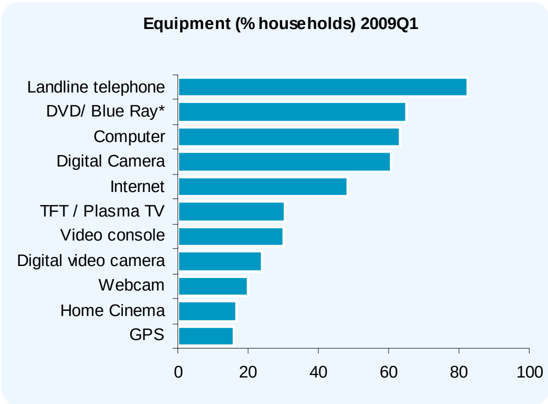
% individuals (2009Q1)	Beginner	Advanced	Expert	I am not a user	Dk/Na
Computer handling	27.3	26.9	7.1	29.4	9.2
Word processors	19.7	24.1	7.0	37.7	11.5
Spread sheets	22.4	17.7	5.3	42.9	11.6
Graphic presentations	22.6	13.0	4.3	48.3	11.8
Databases	23.1	11.8	3.0	50.4	11.8
Graphic design	21.3	7.8	2.3	56.7	11.8
Digital audio/video processing	17.7	8.6	2.5	58.7	12.5

Internet knowledge

% individuals (2009Q1)	Beginner	Advanced	Expert	I am not a user	Dk/Na
Internet	21.5	23.5	9.1	34.2	11.7
Browsers	18.6	22.0	8.4	39.0	12.0
Electronic mail programs	17.3	16.8	5.1	48.7	12.2
Messengering programs	16.9	16.5	6.5	48.1	12.0
Antivirus/firewall protection programs	24.1	11.1	2.8	49.9	12.0
File exchange programs	15.7	12.8	4.3	55.0	12.1
Intranet/local network handling	16.4	7.9	3.1	60.2	12.4

4. ICT EQUIPMENT

4.1. Household equipment[1]

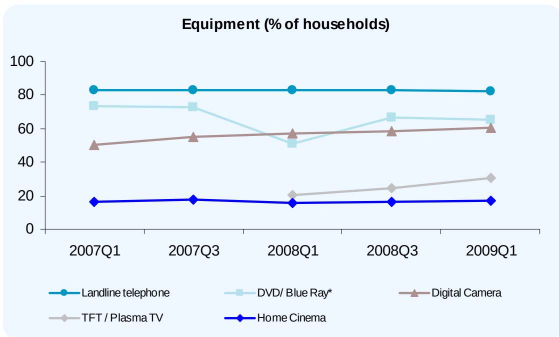


Of all the devices, the DVD player, the personal computer and the digital camera showed the highest penetration; between 60% and 70% of the households have at least one of these devices. One of the largest increases in the first quarter of 2009 compared to the same period of the previous year was recorded for TFTs or plasma television receivers, which rose by more than 10 percentage points and is now present in 30.7% of households.

% households	Landline telephone	DVD/ Blue Ray*	Computer	Digital Camera	Internet	Video console	Digital video camera	TFT / Plasma TV	Home Cinema	Webcam	GPS
2007Q1	82.7	73.5	57.8	50.6	40.0	27.6	17.0	11.7	16.2	15.1	6.2
2007Q3	82.7	72.9	57.8	54.8	42.2	27.2	21.0	15.2	17.6	17.6	9.4
2008Q1	83.0	50.9	59.1	57.1	44.5	28.3	20.5	20.4	15.8	17.0	12.0
2008Q3	82.8	66.5	60.4	58.2	46.8	28.8	21.7	24.4	16.0	18.2	13.0
2009Q1	**82.4**	**65.2**	**63.4**	**60.7**	**48.5**	**30.1**	**24.0**	**30.7**	**16.7**	**20.0**	**16.1**

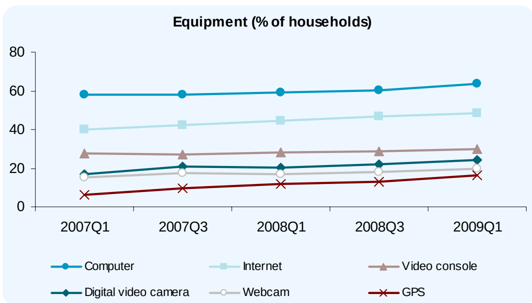
With respect to services, the use of the Internet recorded the highest rise -4 percentage points compared to the first quarter of the previous year- with penetration reaching almost half of all Spanish households (48.5%).

percentage points increase	Landline telephone	DVD/ Blue Ray*	Digital camera	Home Cinema	TFT / Plasma TV
2007Q1 to 2008Q1	0.3	-22.6	6.5	-0.4	8.7
2007Q3 to 2008Q3	0.1	-6.4	3.4	-1.6	9.2
2008Q1 to 2009Q1	**-0.6**	**14.3**	**3.6**	**0.9**	**10.3**



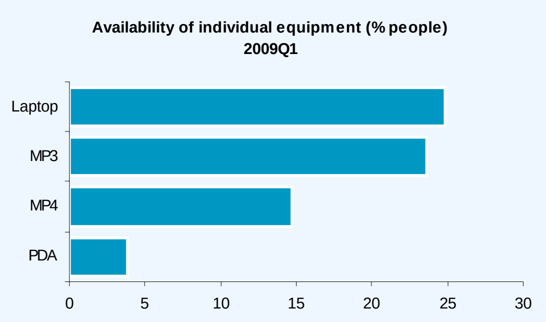
Computer penetration reached 63.4% of the households, maintaining the positive trend that makes it possible to expect new increases in the number of connected households.

percentage points increase	Computer	Internet	Video console	Digital video camera	GPS	Webcam
2007Q1 to 2008Q1	1.3	4.5	0.7	3.5	5.8	5.8
2007Q3 to 2008Q3	2.6	4.6	1.6	0.7	3.6	3.6
2008Q1 to 2009Q1	**4.3**	**4.0**	**1.8**	**3.5**	**4.1**	**3.0**



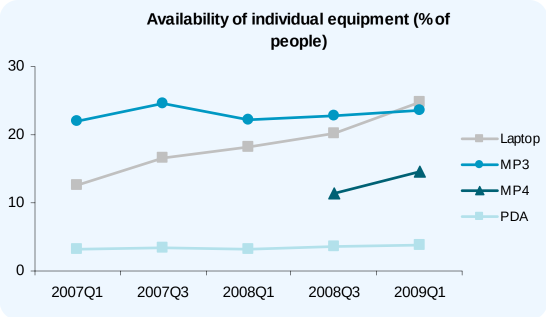
[1] (*) As from 2008Q1, the DVD item on the questionnaire was modified to ask about "DVD/Blue Ray/HD DVD". Consequently, as from said period the figure obtained shows a drop that does not correspond to the penetration trend. For this reason, in subsequent editions the question has been formulated to explicitly include all types of DVD.

4.2. Individual equipment



% of individuals	MP3	MP4	PDA	Laptop
2007Q1	22.1	---	3.2	12.5
2007Q3	24.6	---	3.4	16.6
2008Q1	22.3	10.8	3.2	18.2
2008Q3	22.8	11.4	3.6	20.3
2009Q1	**23.6**	**14.7**	**3.8**	**24.8**

The laptop computer, used now by one in four individuals, continued to register a significant year-on-year increase and shows a strong growth trend. Specifically, 24.8% of the population aged 15 and over had a laptop computer in the first quarter of 2009.

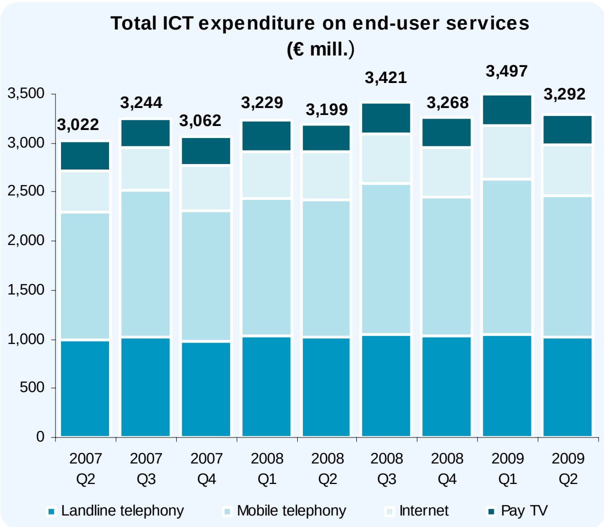


percentage points increase	MP3	MP4	PDA	Laptop
2007Q1 to 2008Q1	0.2	---	0.0	5.7
2007Q3 to 2008Q3	-1.8	---	0.2	3.7
2008Q1 to 2009Q1	**1.3**	**3.9**	**0.6**	**6.6**

5. ICT EXPENDITURE

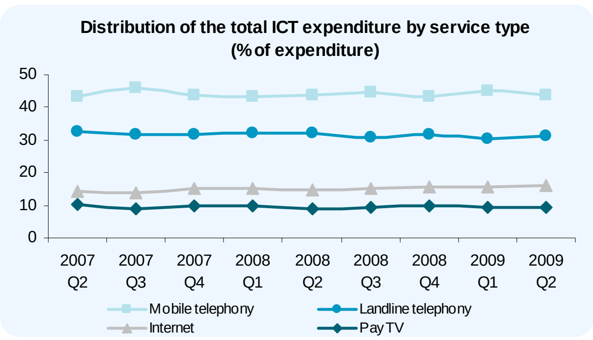
Expenditure on ICT services (2Q09)	% of households	No. of households (thousands)	ICT services expenditure (€ millions)
Fixed telephony	82.4	13,724	1,025
Mobile telephony	88.2	14,688	1,437
Internet	48.5	8,071	525
Pay TV	23.3	3,876	305
Total	100	16,071	3,292

In the first quarter of 2009, Spanish households as a whole spent €3.292 billion on end-user ICT services, that is, €93 million more than in the same period the previous year, which represents a year-on-year increase of 2.9%.



All services analysed registered an increase in average year-on-year expenditure, with the exception of landline telephony, where expenditure fell slightly. Meanwhile, the year-on-year increase in Internet expenditure in each quarter continues to be proportionally the highest, and now represents practically 16% of total expenditure on ICT services in the second quarter of 2009.

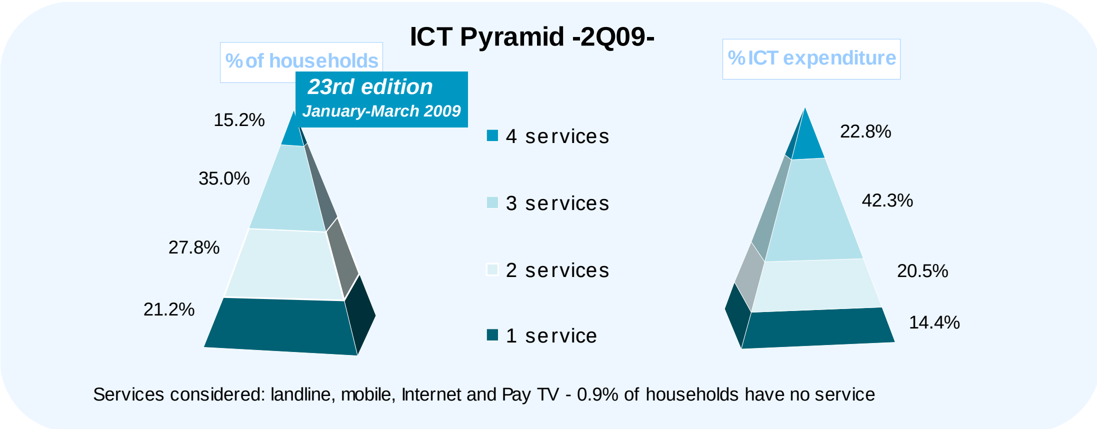
Expenditure per ICT service	Millions of euro					Percentage			
	Landline tel.	Mobile tel.	Internet	Pay TV	Total	Landline tel.	Mobile tel.	Internet	Pay TV
2007Q2	989	1,304	425	304	3,022	32.7	43.2	14.1	10.1
2007Q3	1,024	1,493	444	283	3,244	31.6	46.0	13.7	8.7
2007Q4	974	1,335	459	294	3,062	31.8	43.6	15.0	9.6
2008Q1	1,038	1,397	484	310	3,229	32.1	43.3	15.0	9.6
2008Q2	1,028	1,401	478	292	3,199	32.1	43.8	14.9	9.1
2008Q3	1,055	1,533	512	321	3,421	30.8	44.8	15.0	9.4
2008Q4	1,037	1,412	505	314	3,268	31.7	43.2	15.5	9.6
2009Q1	1,056	1,570	550	321	3,497	30.2	44.9	15.7	9.2
2009Q2	1,025	1,437	525	305	3,292	31.1	43.7	15.9	9.3



The sum total of both types of telephony, however, accounts for three quarters of the total expenditure on ICT services in the residential market, 43.7% for mobile telephony and 31.1% for landline telephony.

Meanwhile, pay TV increased its weight slightly, standing at 9.3% of total expenditure.

6. ICT SERVICES PYRAMID



Better equipped households, those with three or four services, represented 35% and 15.2% of all households respectively. Combined, they represent 50.2% of all households, while in terms of consumption, their expenditure was 65.1% of the total ICT expenditure by the residential segment. In the previous year they accounted for 47.2% of households and represented 62.7% of total expenditure.

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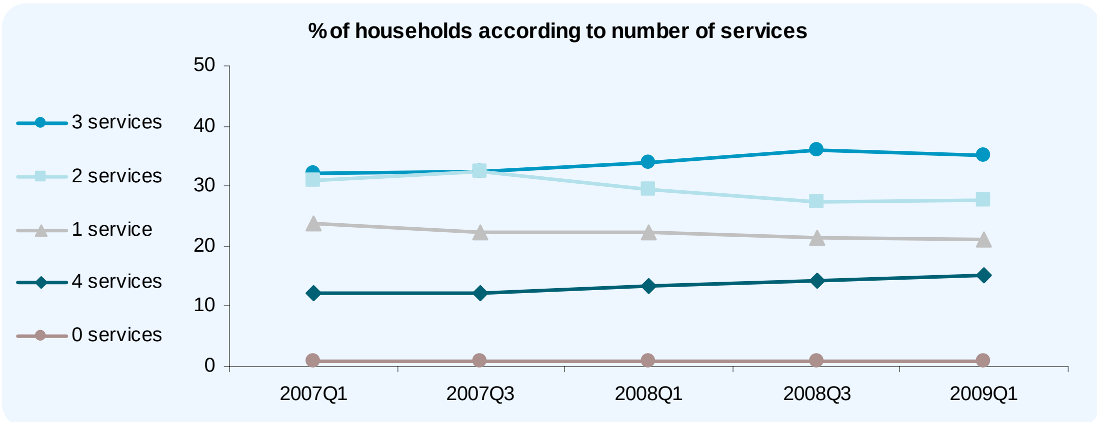
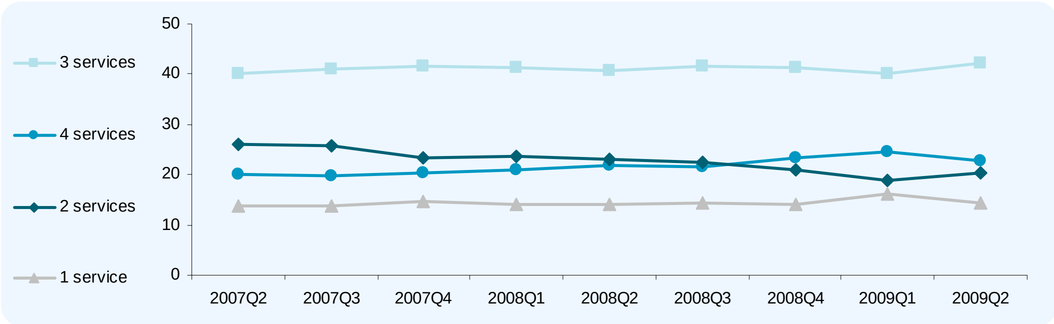
6.1. Percentage of households according to number of services



The trend in household equipment demonstrated by the increased percentage of households with three and four contracted ICT services was notable in the first quarter of 2009 in the percentage of households with four services, which recorded a higher year-on-year increase (1.9 percentage points) compared to previous years. The number of households with three services rose by 1.1 percentage points.

% of households	2006Q3	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
4 services	10.4	12.1	12.1	13.3	14.3	15.2
3 services	29.4	32.1	32.5	33.9	36.0	35.0
2 services	34.0	31.1	32.4	29.5	27.3	27.8
1 service	25.2	23.8	22.2	22.3	21.3	21.2
0 services	1.1	0.9	0.9	1.0	1.0	0.9

6.2. Percentage of expenditure according to number of services



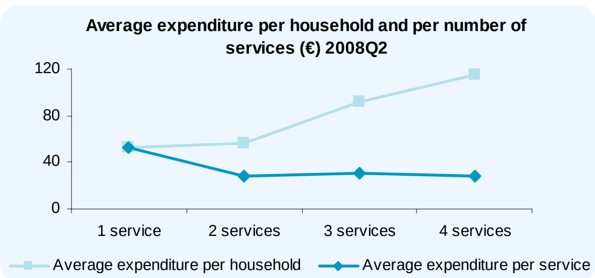
Expenditure in households with three ICT services rose to 42.3% of the total. Second quarter expenditure in households with four services stood at 22.8% of total expenditure, while that of those with two services recorded a significant year-on-year drop, falling to 20.5% of total spending.

% of expenditure	2007Q2	2007Q3	2007Q4	2008Q1	2008Q2	2008Q3	2008Q4	2009Q1	2009Q2
4 services	20.1	19.8	20.5	20.9	22.0	21.7	23.4	24.6	**22.8**
3 services	40.0	41.0	41.5	41.2	40.7	41.5	41.4	40.2	**42.3**
2 services	26.0	25.6	23.4	23.7	23.1	22.4	21.0	19.0	**20.5**
1 service	13.9	13.7	14.6	14.2	14.2	14.4	14.2	16.2	**14.4**

6.3. Evolution of average monthly expenditure per household and number of services

Average expenditure per household(€)	2007Q2	2007Q3	2007Q4	2008Q1	2008Q2	2008Q3	2008Q4	2009Q1	2009Q2
1 service	42.5	48.4	48.7	49.5	48.9	55.6	52.3	62.1	**52.2**
2 services	61.1	61.9	53.5	62.4	60.3	67.6	60.6	55.6	**56.3**
3 services	91.2	99.0	94.7	94.4	92.5	94.8	90.4	93.3	**92.4**
4 services	121.1	127.8	125.0	122.1	127.3	124.6	128.3	131.8	**115.0**

Monthly expenditure per household in homes with four ICT services (€115, including VAT) registered a significant year-on-year decrease of €12 per household and month during the second quarter of 2009. Two further significant changes in this period were the €4 drop in households with two services and the €3.3 increase in those with a single service.

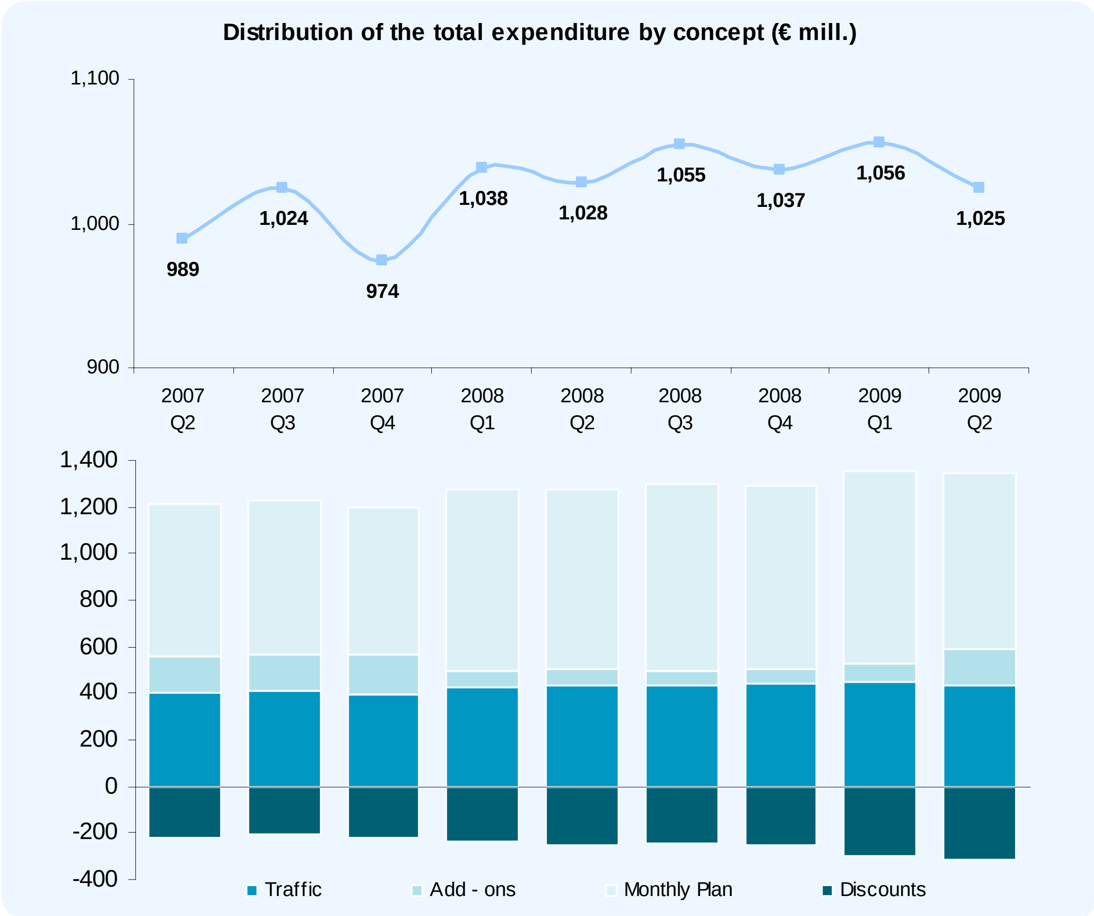


In terms of expenditure per contracted service, while those with a single service spent €52/month, those with two, three and four services spent €28, €31 and €29 per service, respectively.

Average expenditure per service(€)	2007Q2	2007Q3	2007Q4	2008Q1	2008Q2	2008Q3	2008Q4	2009Q1	2009Q2
1 service	42.5	48.4	48.7	49.5	48.9	55.6	52.3	62.1	**52.2**
2 services	30.6	31.0	26.8	31.2	30.1	33.8	30.3	27.8	**28.2**
3 services	30.4	33.0	31.6	31.5	30.8	31.6	30.1	31.1	**30.8**
4 services	30.3	31.9	31.3	30.5	31.8	31.2	32.1	32.9	**28.7**

7. LANDLINE TELEPHONY

7.1. Total expenditure and distribution by concept[2]



Year-on-year landline telephony expenditure in the second quarter of 2009 fell slightly to €1.025 billion. This service, with a penetration of 82.4% households, continued to move towards a stable expenditure pattern in the residential market.

€ Million	2007Q2	2007Q3	2007Q4	2008Q1	2008Q2	2008Q3	2008Q4	2009Q1	2009Q2
Traffic	406	407	394	429	436	434	439	452	437
Add - ons	153	159	173	68	65	66	67	74	150
Monthly Plan	651	664	632	776	777	800	786	827	755
Discounts	-221	-207	-224	-236	-250	-245	-255	-297	-318
Total exp	989	1,024	974	1,038	1,028	1,055	1,037	1,056	1,025

Traffic expenditure remained similar to 2008 levels, with an increase of €1 million with respect to the same period of the previous year, bringing the total to €437 million, while fee payments showed a decrease that, together with the increase in discounts, counteracted the increase in add-ons/other fees[3].

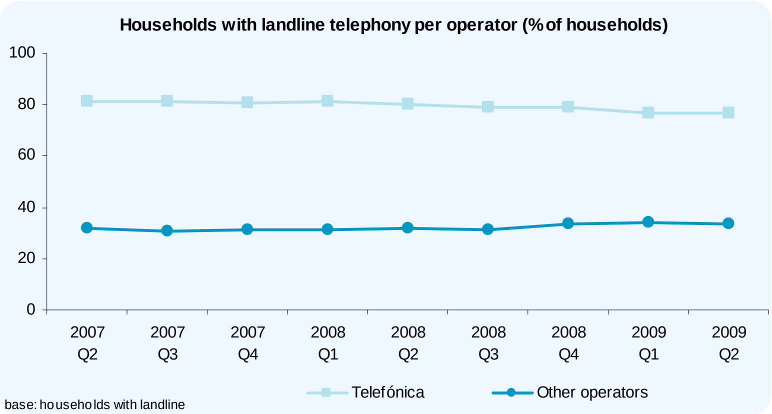
[2] As from the first quarter of 2008: the classification of expenditure for a commercial landline telephony + ADSL Internet package was changed, reassigning the expenditure on landline telephony to Monthly Fee and not to Add-ons as was done before.

[3] From the second quarter of 2009, certain services such a telephone rental, three-way calls, voicemail box, etc., have been classified as "Other Service Fees" (within add-ons/other fees) in order to differentiate line rental from line/telephone services, provided said services can be itemised separately.

7.2. Households and expenditure per operator

HOUSEHOLDS	Percentage		Absolute (thousands of households)	
	Telefonica	Other operators	Telefonica	Other operators
2007Q2	81.2	31.8	10,743	4,203
2007Q3	81.4	30.7	10,764	4,062
2007Q4	80.9	31.4	10,700	4,189
2008Q1	81.3	31.0	10,842	4,139
2008Q2	80.3	31.8	10,701	4,246
2008Q3	78.8	31.5	10,487	4,188
2008Q4	78.7	33.3	10,474	4,427
2009Q1	76.8	34.1	10,540	4,683
2009Q2	76.9	33.6	10,548	4,610

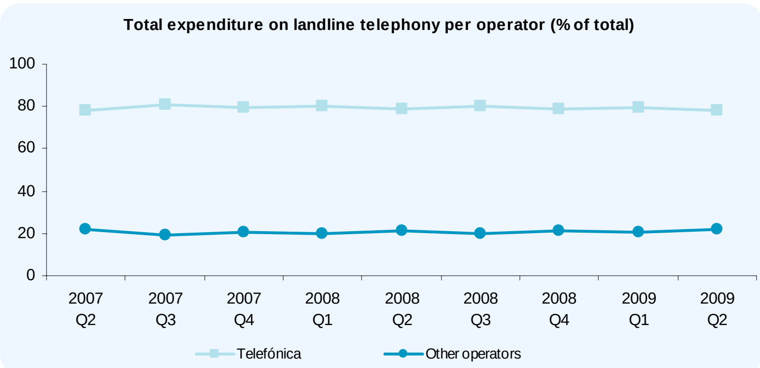
Base: households with landline telephony



The percentage of fixed telephony subscribers through Telefónica de España was 76.9%, which represents a year-on-year drop of 3.4 percentage points.

By contrast, households with services contracted with other operators, either through indirect access or through cable operators, recorded a rise of 1.8 percentage points, bringing them up to 34%

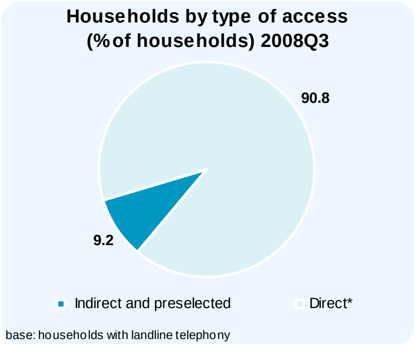
EXPENDITURE	Percentage		Absolute (€ millions)	
	Telefonica	Other operators	Telefonica	Other operators
2007Q2	78.3	21.7	774	215
2007Q3	80.5	19.5	824	200
2007Q4	79.5	20.5	775	200
2008Q1	80.3	19.7	833	205
2008Q2	78.7	21.3	810	219
2008Q3	79.9	20.1	843	212
2008Q4	78.6	21.4	815	222
2009Q1	79.3	20.7	837	219
2009Q2	78.3	21.7	803	223



As a result of the increase in homes with services contracted with other operators, either through indirect access or through cable operators, expenditure fell by €4 million. Expenditure on Telefónica landline telephony for the second quarter of 2009 stood at €803 million, while that of homes under contract to other operators stood at €223 million.

7.3. Households, call minutes and expenditure per access type[4]

Households by type of access

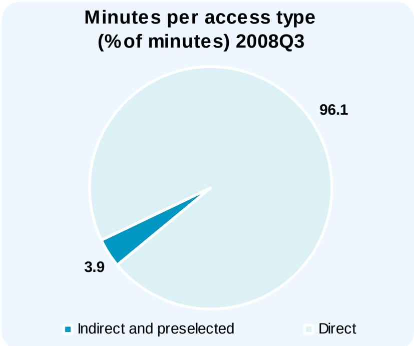


Households	Percentage		Absolute (Thousands)	
	Indirect and preselected	Direct*	Indirect and preselected	Direct*
2007Q2	11.7	88.3	1,569	11,654
2007Q3	11.3	88.7	1,499	11,720
2007Q4	11.3	88.7	1,496	11,723
2008Q1	10.9	89.1	1,455	11,878
2008Q2	10.5	89.5	1,403	11,930
2008Q3	9.2	90.8	1,225	12,081
2008Q4	9.4	90.6	1,247	12,059
2009Q1	9.2	90.8	1,264	12,460
2009Q2	**9.2**	**90.8**	**1,264**	**12,460**

Base: households with landline telephony ** only households with direct access*

The second quarter of 2009 showed a year-on-year increase of 530,000 households, with nearly 12.5 million households with solely direct access, whilst households with indirect access fell by 139,000. No variations with respect to the preceding quarter were recorded.

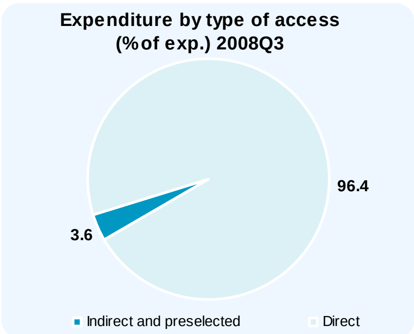
Call minutes by type of access



Minutes	Percentage		Absolute (millions)	
	Indirect and preselected	Direct	Indirect and preselected	Direct
2007Q2	8.6	91.4	657	6,951
2007Q3	5.2	94.8	382	7,027
2007Q4	5.7	94.3	460	7,557
2008Q1	6.0	94.0	522	8,201
2008Q2	6.0	94.0	526	8,006
2008Q3	4.4	95.6	369	8,013
2008Q4	5.2	94.8	447	8,065
2009Q1	4.6	95.4	419	8,709
2009Q2	**3.9**	**96.1**	**335**	**8,152**

The use of direct access continues to rise: 96% of the total of all landline telephony call minutes in the residential sector during the second quarter of 2009 were made through direct access, that is, a total of 8.152 billion minutes, compared to the 94% and 8 billion recorded in the previous year.

Expenditure by type of access



Expenditure	Percentage		Absolute (€ millions)	
	Indirect and preselected	Direct	Indirect and preselected	Direct
2007Q2	4.9	95.1	48	940
2007Q3	4.4	95.6	45	979
2007Q4	4.5	95.5	44	930
2008Q1	4.6	95.4	47	990
2008Q2	4.5	95.5	46	983
2008Q3	3.8	96.2	40	1,014
2008Q4	3.9	96.1	40	997
2009Q1	3.6	96.4	38	1,018
2009Q2	**3.6**	**96.4**	**37**	**989**

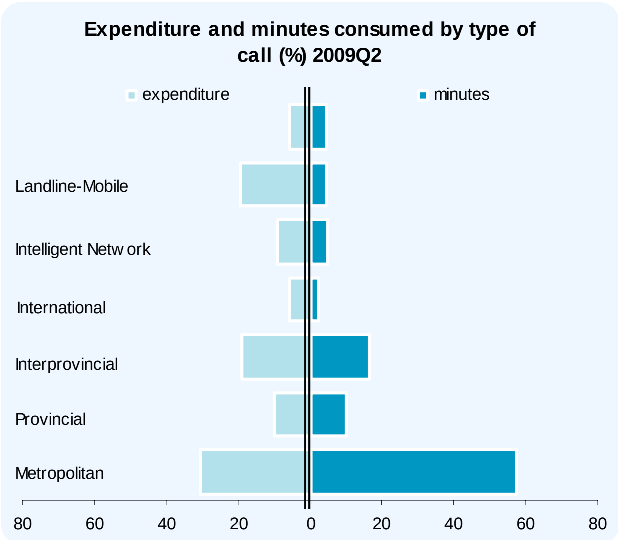
With a year-on-year increase in the second quarter of €6 million, which is slight in relative terms (0.6%), households with direct access accounted for 96.4% (€989 million) of total landline telephony expenditure.

[4] Neither call minutes nor associated expenditure for flat rate landline telephony have been included.

7.4. Call minutes and expenditure by type of call

Percentage of *call minutes* by type of call

% minutes	Metropolitan	Provincial	Interprovincial	International	Intelligent Network	Landline-Mobile	Rest
2007Q2	61.0	10.0	17.1	2.3	3.7	5.9	0.0
2007Q3	59.8	10.4	17.0	2.5	3.6	6.8	0.0
2007Q4	58.0	11.9	17.2	1.9	5.5	5.4	0.1
2008Q1	61.9	10.0	16.2	2.1	4.7	5.1	0.0
2008Q2	60.3	8.6	15.6	2.1	4.8	5.4	3.1
2008Q3	61.6	8.7	14.3	2.4	4.8	5.7	2.6
2008Q4	58.9	9.3	16.2	2.3	5.8	4.6	2.9
2009Q1	59.3	9.8	16.5	2.7	4.2	3.9	3.6
2009Q2	57.5	10.2	16.5	2.4	4.7	4.5	4.3



During the second quarter of 2009, 57.5% of landline telephony call minutes corresponded to metropolitan area calls.

Inter-provincial (national) and provincial calls accounted for 16.5% and 10.2%, respectively, of the total number of call minutes, the percentage in both cases being above that for the same period in the previous year.

Calls made to mobiles, which are progressively losing weight, remained around 4% of the total.

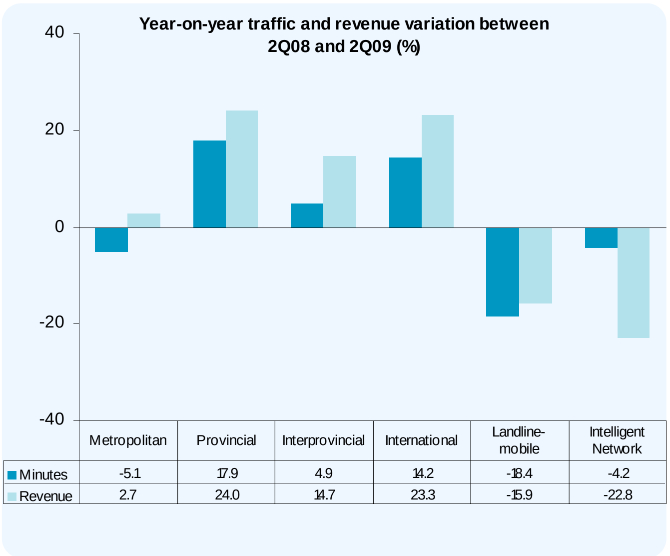
As with call minutes, expenditure on landline telephony increased their weight in metropolitan area calls, with an accumulated percentage of around 31% of total expenditure. Spending on Inter-provincial (national) calls and calls to mobile phones each accounted for around 19% of total expenditure.

Percentage of *expenditure* by type of call [5]

% of expenditure	Metropolitan	Provincial	Interprovincial	International	Intelligent Network	Landline-Mobile	Rest
2007Q2	30.9	9.1	17.4	5.7	10.9	25.4	0.6
2007Q3	30.2	9.1	16.6	5.6	11.2	27.0	0.4
2007Q4	30.1	10.8	18.1	5.5	10.8	24.5	0.2
2008Q1	32.3	9.9	17.8	5.8	10.3	23.8	0.1
2008Q2	30.0	8.3	16.5	4.8	11.8	23.3	5.3
2008Q3	30.9	8.5	16.1	6.1	11.7	24.3	2.4
2008Q4	29.7	9.0	18.2	7.0	10.1	20.3	5.6
2009Q1	31.7	9.9	19.4	5.9	8.8	18.9	5.3
2009Q2	30.7	10.2	18.9	5.9	9.1	19.6	5.6

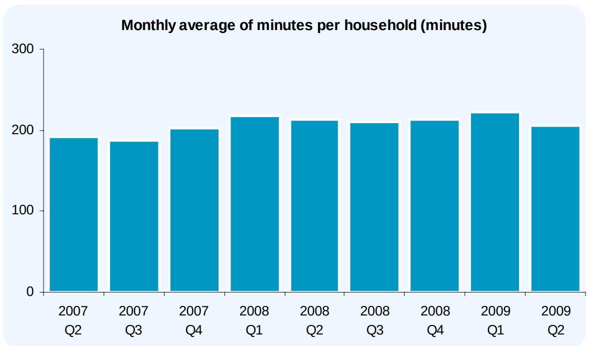
[5] Since the last quarter of 2008, expenditure on Voice over IP calls (such as Skype) and expenditure on prepaid cards for calls from landline phones (often used for international calls) are also being recorded. Expenditure on these call types is recorded, although it is not possible to record the traffic. Throughout the report, this is grouped with 'Others'.

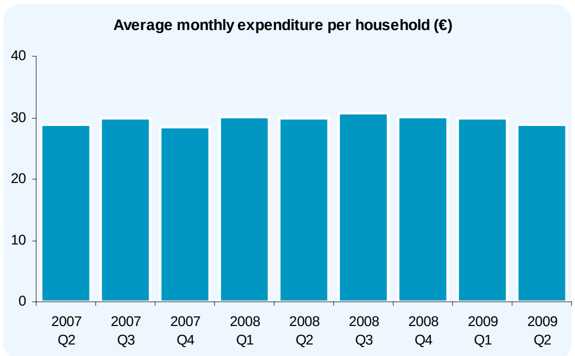
Year-on-year traffic and revenue variations



Traffic and revenue in the second quarter of 2009 compared to 2008 shows that provincial and international calls have undergone the greatest increase, both in call minutes (17.9% and 14.2%, respectively), and income (24% and 23.3%).
By contrast, calls to mobiles fell by 18.4% in minutes and 15.9% in expenditure in one year, while intelligent network calls have lost nearly 23% of income and 4% in call minutes or traffic.

7.5. Average call minutes and expenditure per household





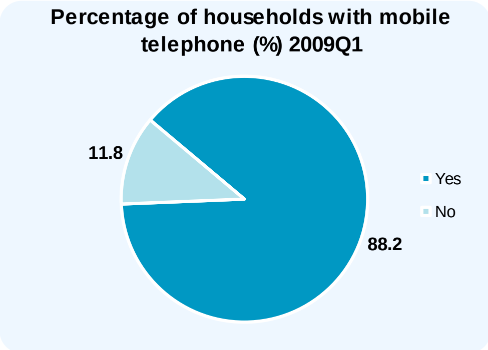
During the second quarter of 2009 Spanish households used an average of 206 call minutes per month, an average that is slightly below the levels recorded since the beginning of 2008.
Average monthly household expenditure fell to €28.9. Although this is still close to the €30 mark, this is the first time since the end of 2007 that it has fallen below €29.

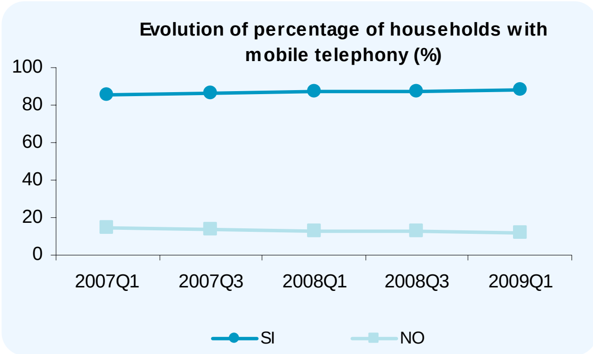
Monthly average per household	2007Q2	2007Q3	2007Q4	2008Q1	2008Q2	2008Q3	2008Q4	2009Q1	2009Q2
Minutes	192	187	202	218	213	210	213	222	**206**
Euro	28.9	29.9	28.5	30.1	29.8	30.7	30.1	29.8	**28.9**

8. MOBILE TELEPHONY

8.1. Households with mobile telephone

23rd edition
January-March 2009





In the first quarter of 2009, 14.7 million households had mobile telephones. This increase of more than 700,000 households represents a rise of 5.2% compared to the previous year.

Households with mobile telephone	Percentage	Absolute (thousands of households)
2006Q1	84.3	13,064
2006Q3	84.4	13,082
2007Q1	85.7	13,700
2007Q3	86.5	13,833
2008Q1	86.9	13,961
2008Q3	87.0	13,975
2009Q1	**88.2**	**14,688**

8.2. Individuals with mobiles

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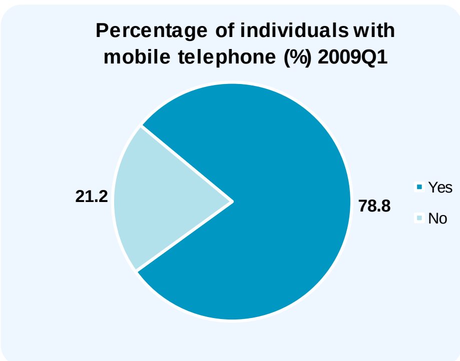
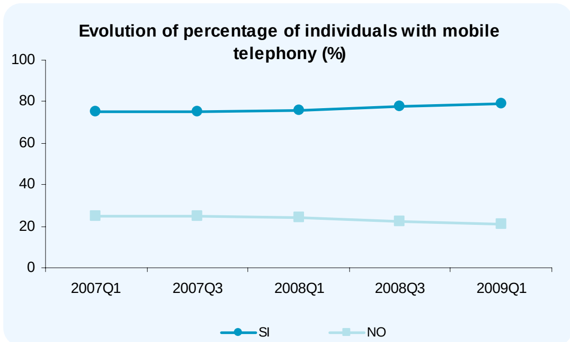
January-March 2009

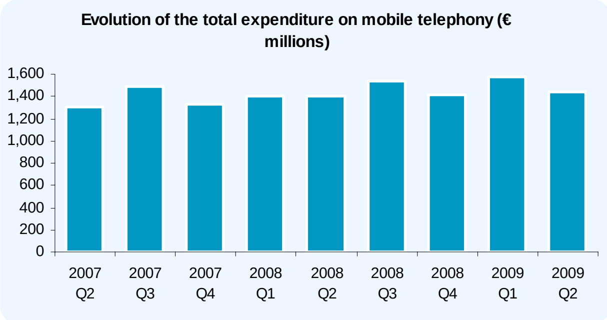




Individuals with mobile telephone	Percentage	Absolute (thousands of individuals)
2006Q1	73.0	27,115
2006Q3	73.2	27,170
2007Q1	75.1	28,191
2007Q3	75.2	28,219
2008Q1	76.0	28,717
2008Q3	77.5	29,285
2009Q1	**78.8**	**30,052**

During the first quarter of 2009, more than 30 million individuals aged 15 and over had an active mobile phone, i.e. used in the last month. This 4.6% increase compared to the same period the previous year equates to a little over 1.3 million individuals. The percentage of individuals with a mobile phone handset was 78.8% of the population aged 15 and over.

8.3. Total and average expenditure per household on mobile telephony

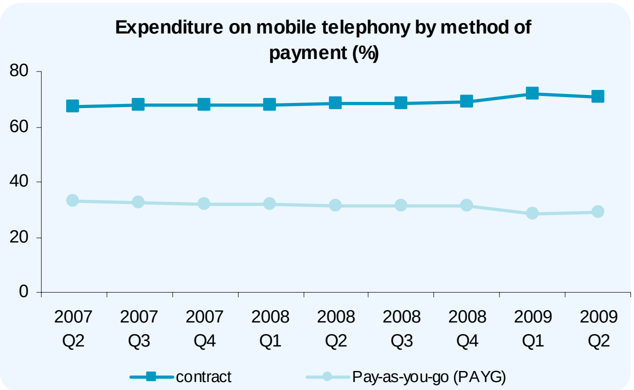


Total expenditure (€ Millions)	contract	pay-as-you-go (PAYG)	total
2007Q2	874	431	1,304
2007Q3	1,010	483	1,493
2007Q4	909	426	1,335
2008Q1	952	445	1,397
2008Q2	959	442	1,401
2008Q3	1,051	482	1,533
2008Q4	972	440	1,412
2009Q1	1,127	443	1,570
2009Q2	1,020	417	1,437

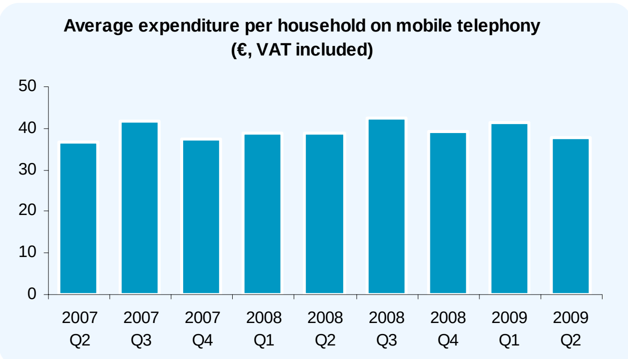
Mobile telephony expenditure during the second quarter of 2009 rose to €1.437 billion, an increase of €36 million with respect to the same quarter last year.

This year-on-year growth in expenditure can be attributed to the contract option which, during the period analysed, increased by 6%, that is, €61 million. Consequently, mobile telephony expenditure through the contract option represented 71% of total expenditure, compared to 68.5% the previous year.

By contrast, pay as you go (PAYG) expenditure fell by €25 million, reducing its weight to 29% of mobile telephony expenditure.



Mobile expenditure (%)	contract	pay-as-you-go (PAYG)
2007Q2	67.0	33.0
2007Q3	67.6	32.4
2007Q4	68.1	31.9
2008Q1	68.1	31.9
2008Q2	68.5	31.5
2008Q3	68.6	31.4
2008Q4	68.9	31.1
2009Q1	71.8	28.2
2009Q2	71.0	29.0



€ (including VAT)	Average expenditure per household
2007Q2	36.8
2007Q3	41.7
2007Q4	37.3
2008Q1	38.7
2008Q2	38.8
2008Q3	42.4
2008Q4	39.1
2009Q1	41.3
2009Q2	37.8

Average household expenditure on mobile telephony services fell to €37.8 per month, €1 less than in the same quarter of the previous year, which, in relative terms, represents a year-on-year decrease of 3%.

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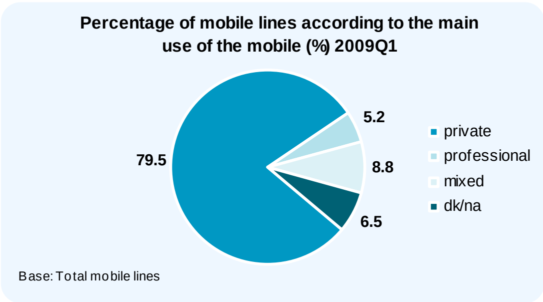
8.4. Main types of use of mobile telephony lines[6]



% of lines	private	professional	mixed	dk/na
2007Q1	79.7	5.9	7.5	6.9
2007Q3	79.2	6.5	7.6	6.6
2008Q1	78.3	5.3	8.3	8.1
2008Q3	79.2	6.5	7.6	6.6
2009Q1	79.5	5.2	8.8	6.5

The type of use of mobile telephony lines remained constant over the last year; almost 80% were for private use.

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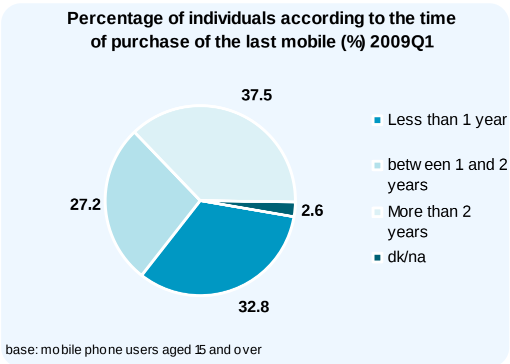
8.5. Time of purchase of last mobile telephone



% of individuals	Less than 1 year	between 1 and 2 years	More than 2 years	dk/na
2007Q1	39.2	26.5	31.8	2.6
2007Q3	39.2	24.9	32.8	3.0
2008Q1	35.6	27.0	35.0	2.4
2008Q3	35.5	26.0	36.6	1.9
2009Q1	32.8	27.2	37.5	2.6

Base: mobile phone users aged 15 and over

A total of 37.5% of individuals said their telephone was more than two years old, while 32.8% said that their telephone was less than one year old.

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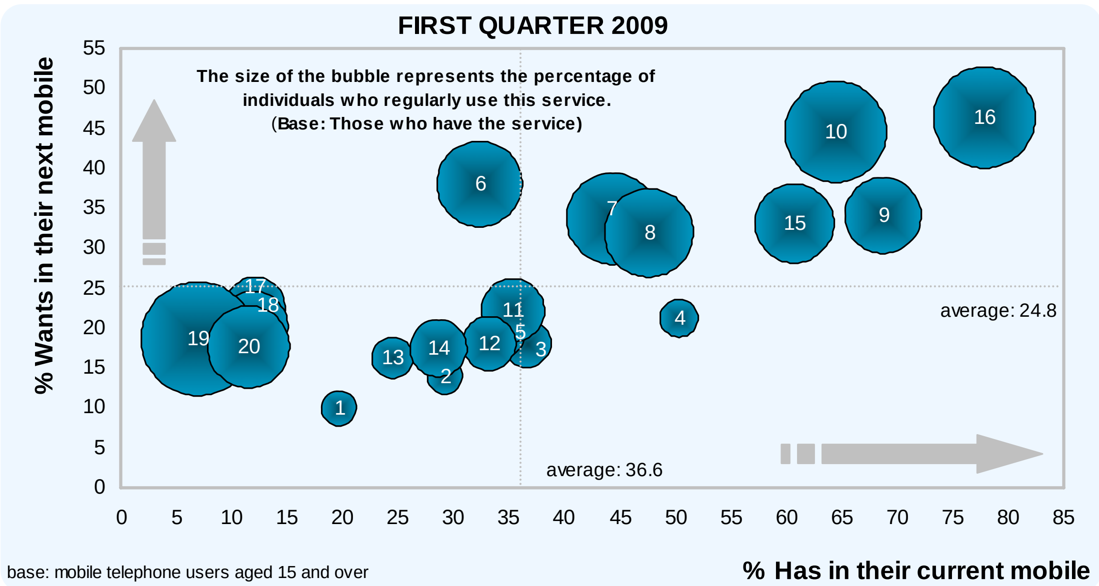
8.6. Current mobile uses compared with uses of the next mobile



See the following table with the list of services corresponding to each bubble in the graph

6 This section refers to the number of mobile telephony lines and not to the number of individual users, as was recorded in reports prior to the 18th Edition.

No.	Mobile services (% people) 2009Q1	Has	Wants	Use
1	Chat	19.7	9.9	7.0
2	WAP browsing	29.3	13.8	6.9
3	Voice dialling	36.7	18.1	11.8
4	Internet access	50.4	21.1	8.5
5	E-mail	34.4	18.9	10.7
6	Hands-free car kit	32.4	37.9	37.1
7	MP3	44.3	33.6	42.8
8	FM Radio	47.7	31.9	39.9
9	MMS	68.7	34.0	30.1
10	Bluetooth	64.5	44.5	51.9
11	Infrared	35.3	22.1	21.2
12	Video messages	33.3	18.0	14.8
13	Video calls	24.5	16.2	9.5
14	3G connection	28.7	17.4	16.7
15	Video recording	60.8	33.0	31.9
16	Camera	77.8	46.2	54.9
17	GPS	12.1	22.6	19.1
18	WiFi	12.0	20.2	26.6
19	Touch screen	7.0	18.6	68.8
20	Electronic agenda	11.5	17.7	34.3
	Base:	Has a mobile	Has a mobile	Has service

The most common functions available on mobile telephones were the digital camera (77.8%), multimedia messaging or MMS (68.7%) and Bluetooth connection (64.5%). Two of these were also the most desired functions, since 46.2% of individuals wanted their next terminal to have a digital camera and 44.5% wanted Bluetooth.

As regards use, touch screens are notable as, despite the fact that only 7% of mobile users had this service, 70% of them used this interface.

8.7. Main uses of mobile telephony

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January-March 2009

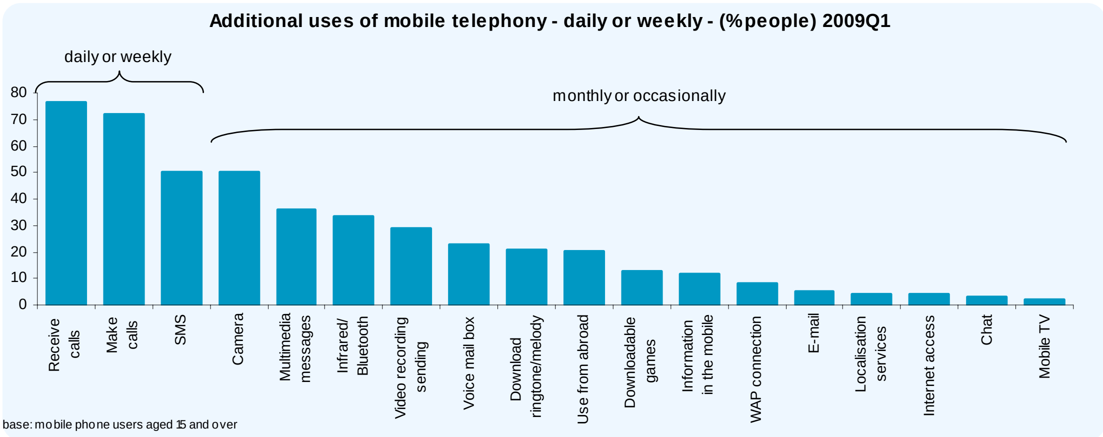
% of individuals		2006Q1	2006Q3	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Receive calls	Daily or weekly	66.6	69.2	70.2	72.6	72.8	73.6	76.6
	Monthly or sporadically	17.0	15.2	16.3	14.1	14.1	14.5	12.9
Make calls	Daily or weekly	62.3	65.8	66.3	69.0	69.4	70.1	72.1
	Monthly or sporadically	20.6	17.7	18.9	16.7	16.2	16.7	16.3
SMS	Daily or weekly	45.1	46.0	48.3	48.9	50.5	48.9	50.0
	Monthly or sporadically	31.3	31.6	35.6	33.7	32.9	35.7	35.0
Voice mail box	Daily or weekly	12.2	12.3	12.0	12.4	12.8	11.3	10.1
	Monthly or sporadically	20.0	20.4	26.3	24.0	23.6	24.4	22.8
Chat	Daily or weekly	0.6	1.4	0.9	0.9	1.2	1.1	1.1
	Monthly or sporadically	3.0	2.8	3.2	3.5	3.5	3.0	3.2
Messages between groups	Daily or weekly	1.2	1.4	1.4	1.3	1.5	-	-
	Monthly or sporadically	3.6	4.1	6.6	6.1	6.5	-	-
Internet access	Daily or weekly	0.8	1.1	0.6	1.3	1.3	1.6	3.2
	Monthly or sporadically	2.6	3.4	3.5	3.8	4.1	4.5	4.1
Use from abroad	Daily or weekly	0.3	0.8	0.4	0.6	0.6	0.7	0.8
	Monthly or sporadically	13.3	14.8	17.9	22.0	19.9	21.6	20.1
Information in the mobile	Daily or weekly	2.0	2.2	2.0	1.6	1.7	2.6	2.2
	Monthly or sporadically	9.2	9.5	12.8	12.6	12.0	12.7	11.8
Downloadable games	Daily or weekly	1.2	1.3	0.9	0.8	0.9	1.1	0.9
	Monthly or sporadically	10.3	12.6	14.9	14.7	14.0	14.6	12.7
Multimedia messages	Daily or weekly	2.6	3.4	1.6	2.9	3.4	3.8	3.0
	Monthly or sporadically	23.5	25.1	33.1	32.5	32.9	36.4	36.2
Download ringtone/melody	Daily or weekly	1.3	2.0	1.6	1.2	1.6	1.4	1.3
	Monthly or sporadically	22.2	21.0	26.9	24.4	23.5	24.4	20.8
WAP connection	Daily or weekly	0.8	1.0	0.7	0.8	1.2	1.5	2.0
	Monthly or sporadically	7.8	9.3	11.1	9.4	8.6	8.4	7.9
E-mail	Daily or weekly	1.1	1.6	1.4	1.2	1.4	1.8	2.6
	Monthly or sporadically	3.6	4.1	5.3	5.5	5.5	5.5	5.0
Infrared/ Bluetooth	Daily or weekly	6.2	8.1	9.1	9.8	10.9	10.9	12.2
	Monthly or sporadically	14.4	17.4	24.9	28.7	30.7	34.8	33.2
Video recording sending	Daily or weekly	3.0	3.5	4.1	4.3	4.3	5.2	5.3
	Monthly or sporadically	9.9	13.7	19.7	24.3	25.4	27.4	28.8
Camera	Daily or weekly	10.5	11.8	12.1	13.2	13.6	14.9	16.1
	Monthly or sporadically	25.1	28.9	38.9	42.4	44.8	47.8	50.3
Localisation services	Daily or weekly	0.3	0.5	0.3	0.2	0.7	1.2	0.9
	Monthly or sporadically	2.6	3.4	3.6	3.6	4.0	3.7	4.3
Mobile TV	Daily or weekly	-	-	-	-	-	0.7	0.7
	Monthly or sporadically	-	-	-	-	-	2.4	1.9

Base: mobile phone users aged 15 and over

During the first quarter of 2009, three out of four users used their mobile phone to receive calls on a daily or weekly basis. A smaller percentage used their mobile phone to make calls (72.1%) although with the same use frequency, and half used it to send or receive messages by SMS.

Of the most common spontaneous uses, the highest was the digital camera, used by more than half of all users (50.3%) as well as multimedia messaging and infrared/Bluetooth communication, used by one in every three users (36.2% and 33.2% respectively).

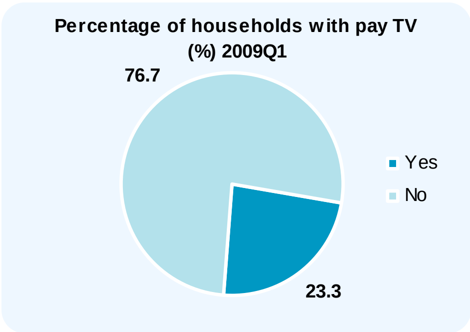
The two basic uses (making and receiving calls) recorded even higher intensive (daily or weekly) use, while increases in the use of digital cameras and the recording and sending of videos were especially notable in the sporadic use category, with increases of 5.5 and 3.4 percentage points, respectively, in the last year.

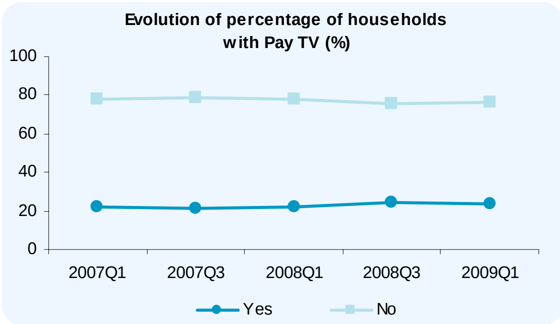


9. PAY TELEVISION

9.1. Households with Pay TV

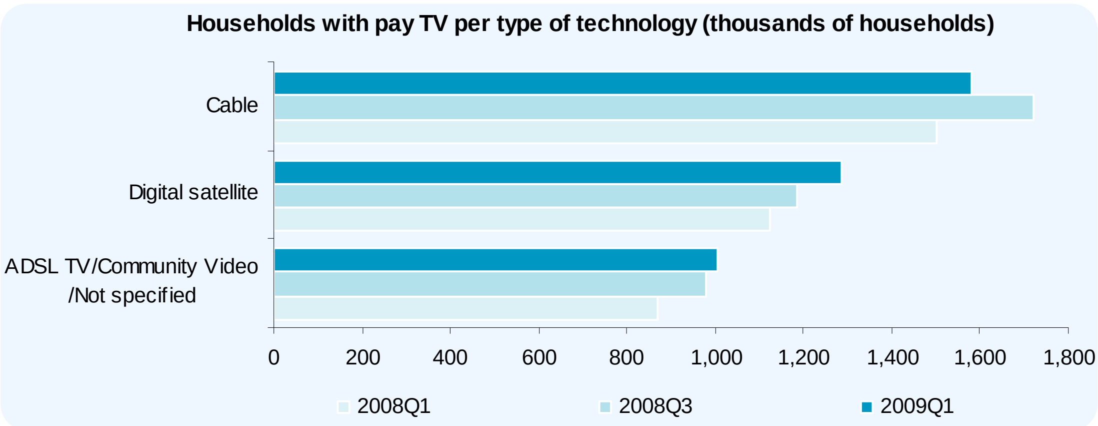
23rd edition
January-March 2009





Households with Pay TV	Percentage	Absolute (Thousands)
2007Q1	22.3	3,563
2007Q3	21.4	3,420
2008Q1	21.9	3,528
2008Q3	24.8	3,981
2009Q1	23.3	3,876

The penetration of Pay TV has shown a notable increase in the last year; 23.3% of households have this service (almost 3.9 million), although there was a slight decline between the 2008Q3 and 2009Q1.

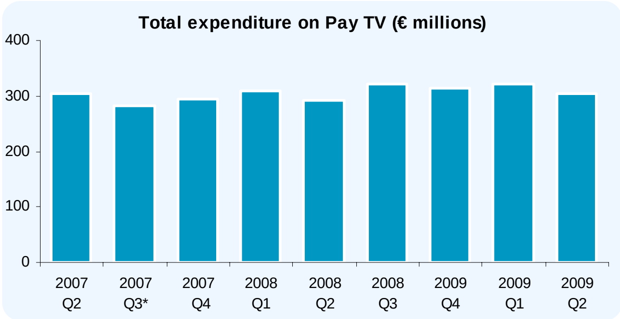


Thousands of households	Cable	Digital satellite	ADSL TV/Community Video /Not specified
2007Q1	1,536	1,306	635
2007Q3	1,472	1,117	771
2008Q1	1,501	1,122	868
2008Q3	1,721	1,186	981
2009Q1	1,580	1,285	1,005

Although all Pay TV access technologies have shown an increase in penetration over the last year, the most common being the cable network, the growth trends were most notable in digital satellite and ADSL.

Digital satellite was present in about 1.3 million households, while connection via ADSL rose by approximately 16% in the last twelve months of the study, to more than one million households.

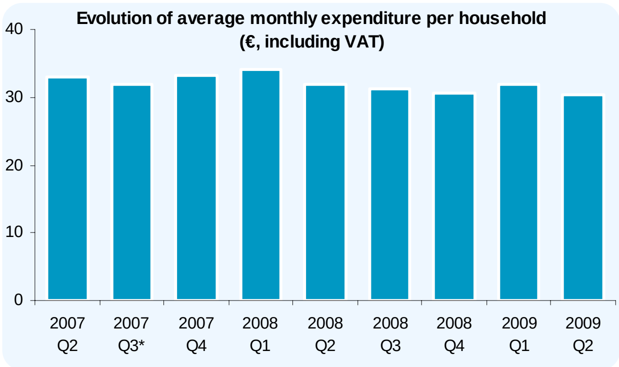
Total and average expenditure per household on Pay TV



expenditure € millions	subscription	PPV	discounts	Total
2007Q2	302	12	10	304
2007Q3*	290	8	15	283
2007Q4	299	12	17	294
2008Q1	311	25	26	310
2008Q2	297	15	20	292
2008Q3	332	8	19	321
2008Q4	322	13	21	314
2009Q1	332	12	23	321
2009Q2	310	14	19	305

** Data corrected with respect to the report corresponding to the 17th Edition*

During the second quarter of 2009, expenditure on pay TV reached €305 million after deducting the discounts applied by the operators. The year-on-year increase registered in pay TV expenditure was 4%, due to subscriptions, while the decrease in pay per view (PPV) expenditure together with increased discounts produced a drop with respect to the same period of the previous year.

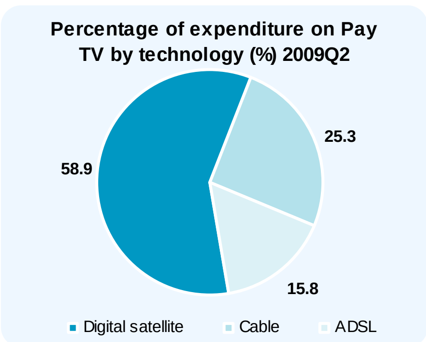


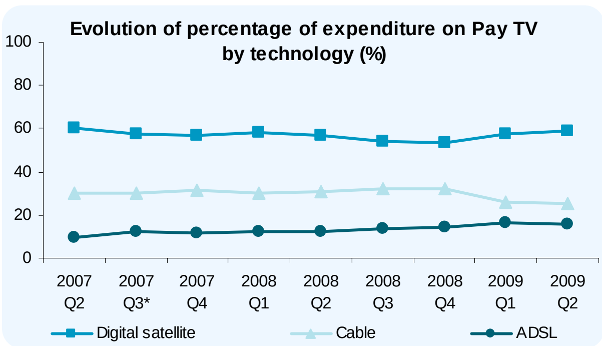
Average monthly expenditure per household	€ (including VAT)
2007Q2	32.9
2007Q3*	32.0
2007Q4	33.2
2008Q1	34.0
2008Q2	32.0
2008Q3	31.2
2008Q4	30.5
2009Q1	32.0
2009Q2	30.4

** Data corrected with respect to the report corresponding to the 17th Edition*

Applying corrections for seasonal variations in the quarters, the downward trend in average expenditure per household on pay TV has continued: in the second quarter it fell by €1.6/month with respect to the 2008 April-June period, dropping to €30.4 per household and month.

9.2. Expenditure per type of technology





Digital satellite technology accounted for 58.9% of expenditure, while cable technology lost ground to ADSL, with these technologies representing 25% and 16% of total pay TV expenditure, respectively.

Expenditure (%)	Digital satellite	Cable	ADSL
2007Q2	60.4	29.8	9.8
2007Q3*	57.4	30.2	12.4
2007Q4	56.6	31.8	11.5
2008Q1	57.9	30.0	12.1
2008Q2	56.9	30.5	12.6
2008Q3	53.9	32.1	14.0
2008Q4	53.5	32.1	14.3
2009Q1	57.4	26.2	16.3
2009Q2	**58.9**	**25.3**	**15.8**

Expenditure (€ mill.)	Digital satellite	Cable	ADSL	Total
2007Q2	183	91	30	304
2007Q3*	163	85	35	283
2007Q4	166	94	34	294
2008Q1	180	93	37	310
2008Q2	166	89	37	292
2008Q3	173	103	45	321
2008Q4	168	101	45	314
2009Q1	184	84	52	321
2009Q2	**180**	**77**	**48**	**305**

** Data corrected with respect to the report corresponding to the 17th Edition*

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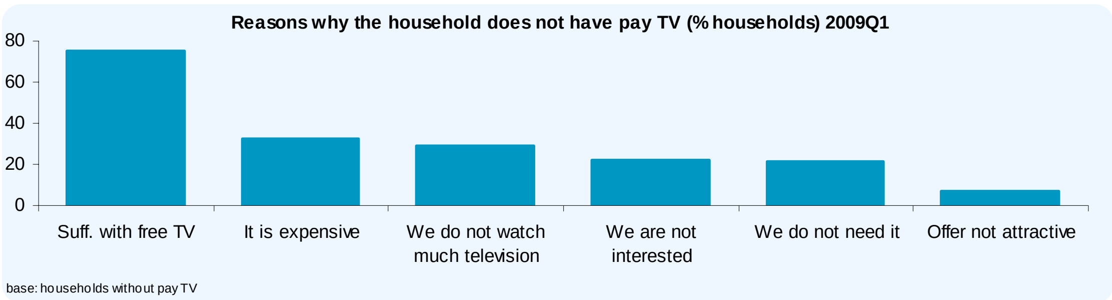
9.3. Reasons why the household does not have Pay TV

% of households	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Suff. with free TV	60.8	58.3	59.1	62.1	**75.3**
It is expensive	24.9	24.3	25.6	24.6	**32.1**
We do not watch much television	19.8	18.3	19.4	19.1	**28.8**
We are not interested	17.7	16.7	14.7	16.2	**22.0**
We do not need it	24.7	22.7	22.8	22.7	**21.5**
Offer not attractive	5.1	5.2	5.6	5.1	**6.7**

Base: households without pay TV

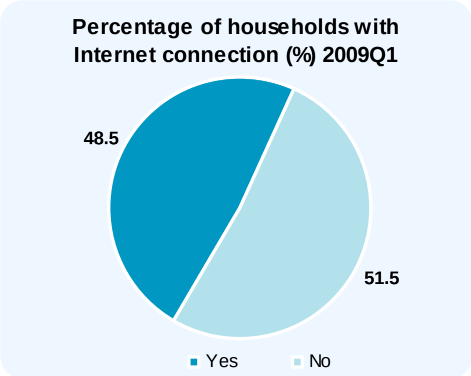
Three out of four households that did not have pay TV (75.3%) said that they had enough with the free television they currently receive, while almost one third (32.1%) said they did not have pay TV because it is expensive. Both reasons have significantly increased in frequency, in addition to reasons that relate to the habit of watching more or less television and interest in the programming.

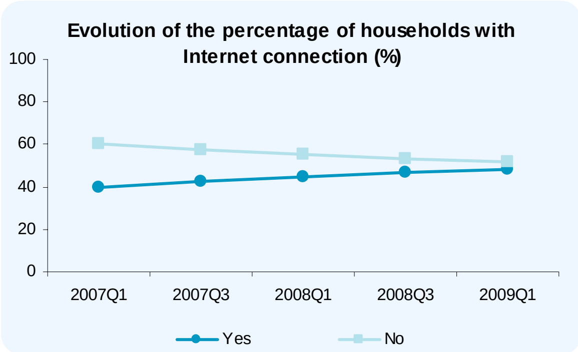


10. INTERNET

10.1. Households with Internet and individual users

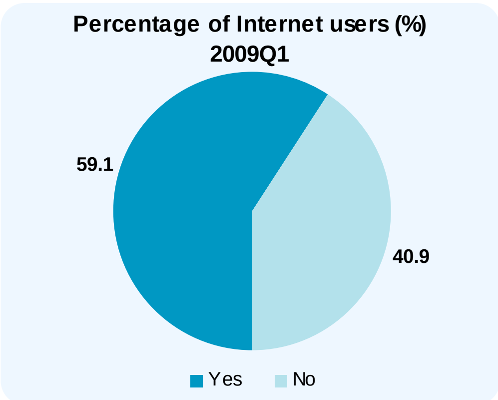
23rd edition
January-March 2009

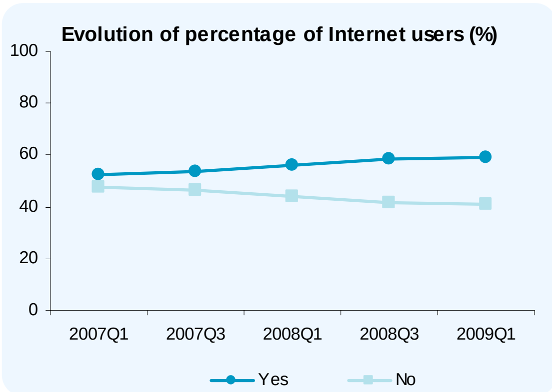




In the first quarter of 2009, more than 8 million households were connected to the Internet, representing 48.5% of Spanish households, a rise of 13% compared to the same period the previous year.

Households with Internet connection	Percentage	Absolute (thousands of households)
2007Q1	40.0	6,396
2007Q3	42.2	6,754
2008Q1	44.5	7,145
2008Q3	46.8	7,518
2009Q1	**48.5**	**8,071**



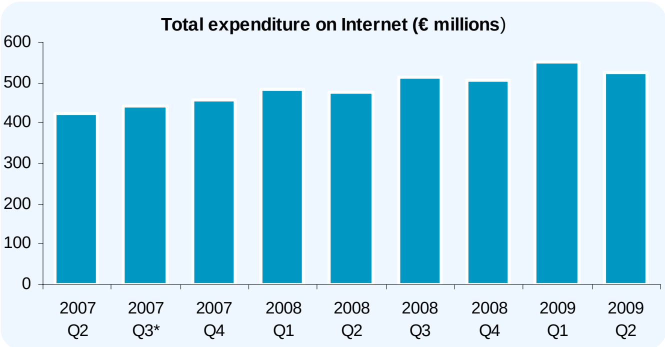


In the first months of 2009, more than 22.5 million individuals aged 15 and over (thus excluding children) used the Internet at least once, equivalent to 59.1% of the adult population, a rise of 6% compared to the same period the previous year. Taking into account individuals aged 10 and over, this figure rose to 24.3 million and represented 60.5% of this population.

Internet users	Percentage	Absolute (thousands of individuals)
2007Q1	52.4	19,690
2007Q3	53.5	20,097
2008Q1	56.3	21,271
2008Q3	58.3	22,034
2009Q1	**59.1**	**22,538**

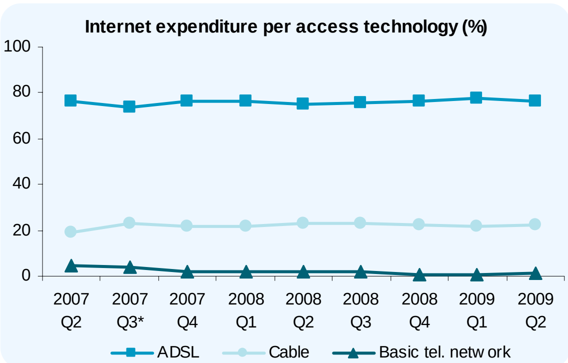
10.2. Total and average expenditure on Internet services per household

Total household expenditure on Internet services during the second quarter of 2009, €525 million, continued to grow, recording a 9.8% increase over the same period of the previous year, although it fell by 4.5% with respect to the January-March 2009 period.



Absolute (€ million)	ADSL	Cable	Basic tel. network	Cable discount	Total - cable discount
2007Q2	326	95	18	14	425
2007Q3*	326	117	17	16	444
2007Q4	350	115	8	14	459
2008Q1	368	127	10	21	484
2008Q2	360	134	9	25	478
2008Q3	387	129	9	13	512
2008Q4	387	132	4	18	505
2009Q1	426	140	4	20	550
2009Q2	**402**	**132**	**6**	**15**	**525**

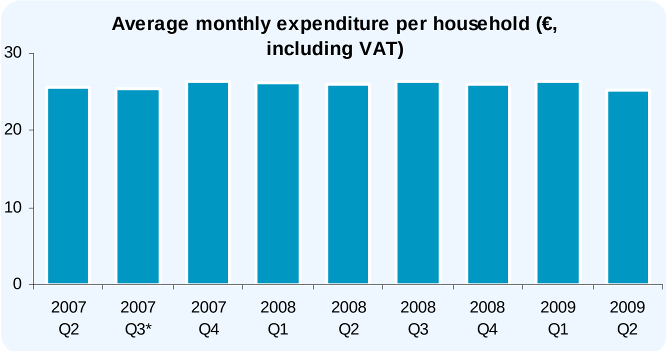
Expenditure on ADSL rose by 12% with respect to the same period of the previous year, reaching €402 million, while expenditure on cable reached €132, figure that dropped to €117 million after applying the discounts given by the operators of these technologies, which increased by 7% Expenditure on Internet services through the basic telephony network (RTB) continued to fall compared to the same quarter of the previous year.



Internet expenditure (%)	ADSL	Cable	Basic tel. network
2007Q2	76.6	19.0	4.4
2007Q3*	73.4	22.7	3.8
2007Q4	76.3	22.0	1.7
2008Q1	76.0	21.9	2.1
2008Q2	75.3	22.8	1.9
2008Q3	75.6	22.7	1.8
2008Q4	76.6	22.6	0.8
2009Q1	77.5	21.8	0.7
2009Q2	**76.6**	**22.3**	**1.1**

** Data corrected with respect to the report corresponding to the 17th Edition*

More than three-quarters (76.6%) of the total expenditure on Internet technology was on ADSL, a higher proportion than the previous year. Cable technology, on the other hand, did not increase its weight in the total Internet expenditure in the second quarter of 2009, remaining at around 22%. RTB technology stood at around 1%.



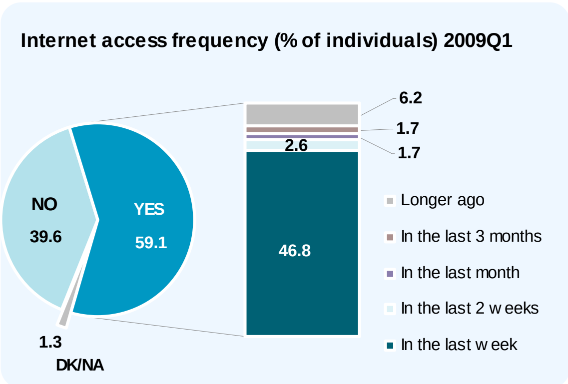
Average monthly expenditure per household	€ (including VAT)
2007Q2	25.7
2007Q3*	25.4
2007Q4	26.3
2008Q1	26.2
2008Q2	25.9
2008Q3	26.3
2008Q4	26.0
2009Q1	26.3
2009Q2	**25.2**

* *Data corrected with respect to the report corresponding to the 17th Edition*

Average monthly household expenditure on Internet services fell by €25.2 including VAT, its lowest level since the last quarter of 2006.

10.3. Frequency of access - last Internet access

23rd edition
January-March 2009

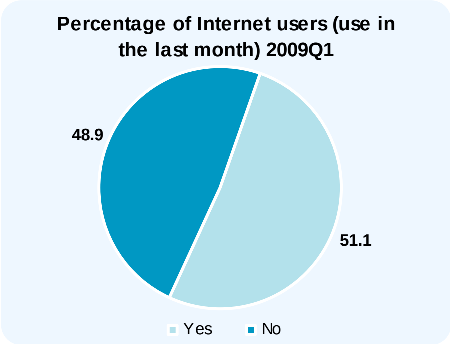


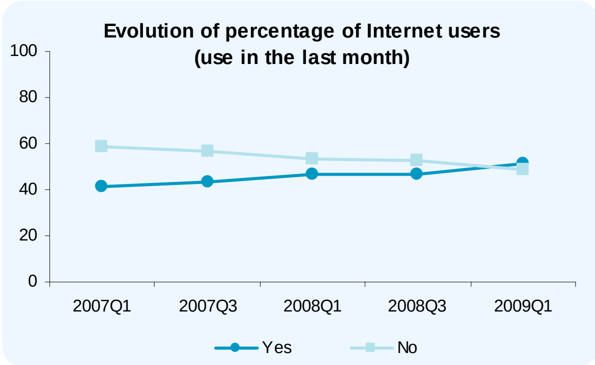
Of the 59.1% of the population aged 15 and over that have accessed the Internet at least once (22,538,000 individuals), almost 80% declared to have done so in the last week.

This group of frequent Internet users represented 46.8% of the population aged 15 and over.

Thousands of individuals	Internet access frequency					
	Never	In the last week	In the last 2 weeks	In the last month	In the last 3 months	Longer ago
2007Q1	17,327	13,409	1,020	1,138	1,067	3,055
2007Q3	16,873	14,250	971	1,069	959	2,848
2008Q1	16,047	15,578	1,194	870	778	2,851
2008Q3	15,300	15,429	1,114	1,222	1,300	2,968
2009Q1	**15,100**	**17,847**	**1,007**	**667**	**662**	**2,355**

% of individuals	Internet access frequency (accumulated)					
	Never	In the last week	In the last 2 weeks	In the last month	In the last 3 months	Longer ago
2007Q1	46.1	35.7	38.4	41.4	44.2	52.4
2007Q3	44.9	37.9	40.5	43.4	45.9	53.5
2008Q1	42.4	41.2	44.4	46.7	48.7	56.2
2008Q3	40.5	40.8	43.8	47.0	50.4	58.3
2009Q1	**39.6**	**46.8**	**49.3**	**51.1**	**52.8**	**59.1**



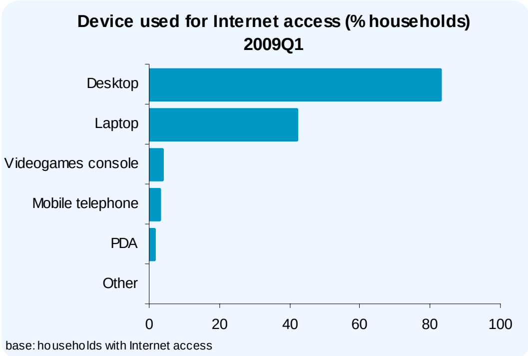


Between January and March 2009, some 19.5 million people had used the Internet in the last month, representing 51.1% of the population aged 15 and over and 86.6% of those who had accessed the Web at least once.

Internet users (use in the last month)	Percentage	Absolute (thousands of indiv.)
2006Q3	37.6	13,982
2007Q1	41.4	15,568
2007Q3	43.4	16,290
2008Q1	46.7	17,642
2008Q3	47.0	17,765
2009Q1	**51.1**	**19,521**

10.4. Device and place of Internet access

23rd edition
January-March 2009

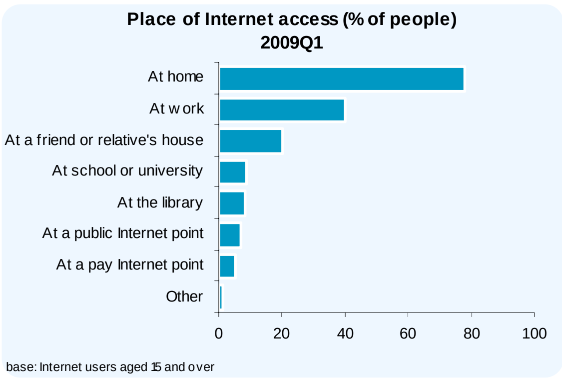


The desktop computer continued to be the most common device for accessing the Internet in the home, used in 82.9% of cases. However, the use of laptop computers has grown strongly with high year-on-year increases and is now used as the access device in 42.1% of connected households.

Thousands of households	Desktop	Laptop	Mobile telephone	PDA	Videogames console	Other
2007Q1	5,474	1,442	86	46	106	3
2007Q3	5,669	1,824	172	61	67	2
2008Q1	6,109	2,197	131	71	156	27
2008Q3	6,274	2,594	173	96	164	41
2009Q1	**6,688**	**3,401**	**255**	**115**	**302**	**30**

% of households	Desktop	Laptop	Mobile telephone	PDA	Videogames console	Other
2007Q1	85.6	22.5	1.3	0.7	1.7	0.0
2007Q3	83.9	27.0	2.6	0.9	1.0	0.0
2008Q1	85.5	30.7	1.8	1.0	2.2	0.4
2008Q3	83.5	34.5	2.3	1.3	2.2	0.5
2009Q1	**82.9**	**42.1**	**3.2**	**1.4**	**3.7**	**0.4**

Base: households with Internet access



The number of individuals accessing the Internet from home rose to 17,542,000 in the first quarter of 2009, equivalent to 77.8% of those who have accessed the Internet at least once. More than 9 million individuals accessed the Internet from their workplace, equivalent to 40% of those who have used the Internet at least once.

Thousands of individuals	At home	At work	At a friend or relative's house	At school or university	At the library	At a pay Internet point	At a public Internet point	Other
2007Q1	13,195	8,251	4,166	2,504	1,648	1,445	1,181	291
2007Q3	14,548	8,379	4,035	2,226	1,660	1,226	1,309	273
2008Q1	15,445	8,667	3,845	2,408	2,074	1,292	1,278	368
2008Q3	16,422	8,353	4,475	2,347	1,977	1,102	1,343	342
2009Q1	**17,542**	**9,005**	**4,541**	**2,039**	**1,884**	**1,140**	**1,561**	**326**

% of individuals	At home	At work	At a friend or relative's house	At school or university	At the library	At a pay Internet point	At a public Internet point	Other
2007Q1	67.0	41.9	21.2	12.7	8.4	7.3	6.0	1.5
2007Q3	72.4	41.7	20.1	11.1	8.3	6.1	6.5	1.4
2008Q1	72.6	40.7	18.1	11.3	9.8	6.1	6.0	1.7
2008Q3	74.5	37.9	20.3	10.7	9.0	5.0	6.1	1.6
2009Q1	**77.8**	**40.0**	**20.1**	**9.0**	**8.4**	**5.1**	**6.9**	**1.4**

Base: Internet users aged 15 and over

10.5. Internet use, simplicity and expectations

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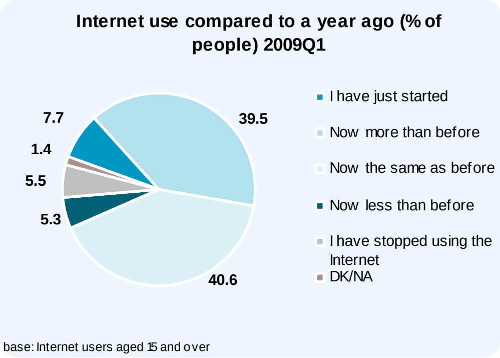

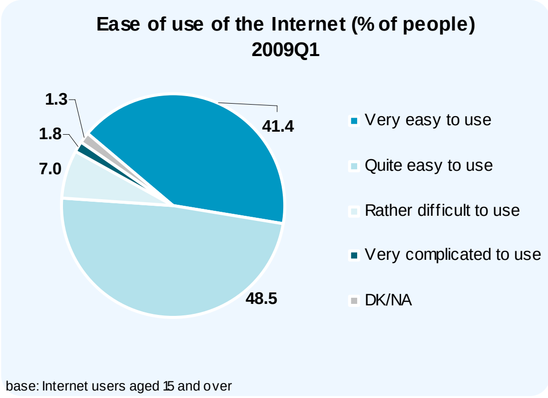

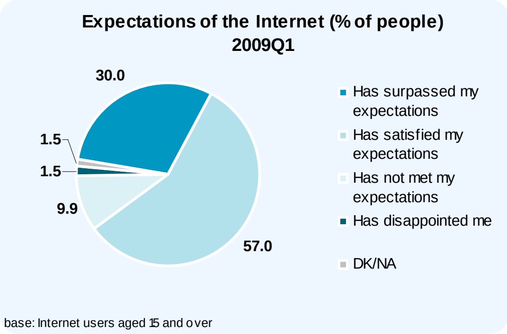

The Internet continued to grow as a medium that fulfilled or exceeded users' expectations, with 87% of users declaring that it satisfied or exceeded their expectations. Users also believed that they used the Internet as frequently or more frequently than before (80.1%). It continues to be regarded as a media that is easy or very easy to use, opinion declared by 89.9% of users.

% of individuals	Comparison with Internet use a year ago…					
	I have just started	Now more than before	Now the same as before	Now less than before	I have stopped using the Internet	DK/NA
2007Q1	10.7	38.9	34.8	6.8	6.5	2.2
2007Q3	8.0	40.9	35.8	7.3	5.6	2.4
2008Q1	9.3	39.0	38.1	6.5	5.3	1.8
2008Q3	8.6	38.8	39.2	6.4	5.3	1.7
2009Q1	**7.7**	**39.5**	**40.6**	**5.3**	**5.5**	**1.4**

Base: Internet users aged 15 and over

% of individuals	Based on your Internet experience, would you say that it is...				
	Very easy to use	Quite easy to use	Rather difficult to use	Very complicated to use	DK/NA
2007Q1	36.7	52.1	7.9	1.9	1.4
2007Q3	37.0	53.2	7.4	1.0	1.4
2008Q1	36.4	52.7	7.2	2.1	1.6
2008Q3	36.2	53.2	7.7	1.6	1.3
2009Q1	**41.4**	**48.5**	**7.0**	**1.8**	**1.3**

Base: Internet users aged 15 and over

% of individuals	Based on your expectations of the Internet, you would say that it ...				
	Has surpassed my expectations	Has satisfied my expectations	Has not met my expectations	Has disappointed me	DK/NA
2007Q1	27.5	56.6	12.4	1.7	1.9
2007Q3	25.7	59.0	11.2	2.3	1.9
2008Q1	27.9	58.0	10.9	1.5	1.7
2008Q3	27.3	59.4	9.6	2.0	1.6
2009Q1	**30.0**	**57.0**	**9.9**	**1.5**	**1.5**

Base: Internet users aged 15 and over

10.6. Technological security problems

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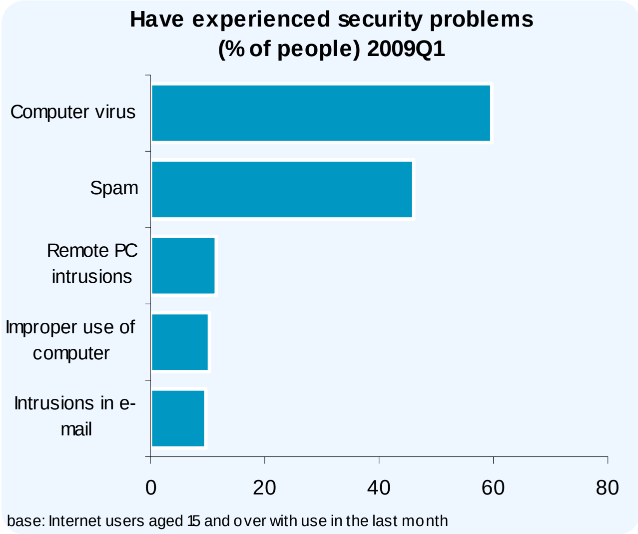
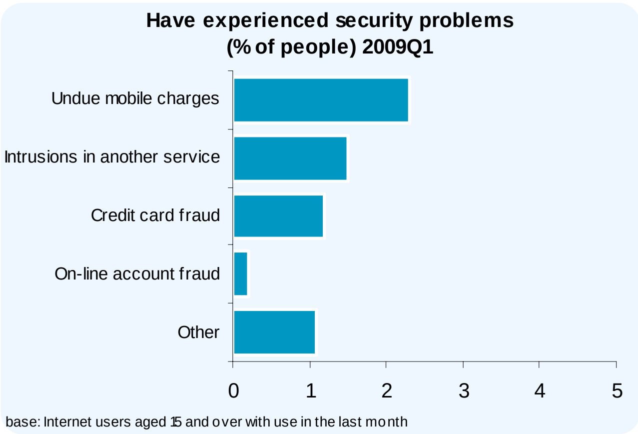


As in the previous quarter, a significant increase in computer virus incidents was once again observed in the first quarter of 2009. These two aspects recorded a year-on-year increase in the third quarter of 2008 and the first of 2009 of 3 and 4.8 percentage points, respectively; the latter affecting 59.6% of regular Internet users (those who declared use of the Internet in the last month).

% of individuals (users in the last month)	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Computer virus	55.5	55.2	54.8	58.2	59.6
Spam	49.2	47.0	45.6	49.5	46.2
Remote PC intrusions	15.5	12.2	12.6	14.5	11.4
Improper use of computer	13.5	11.3	11.8	11.7	10.3
Intrusions in e-mail	9.8	9.8	9.2	9.3	9.8

Base: Internet users aged 15 and over who declared use in the last month

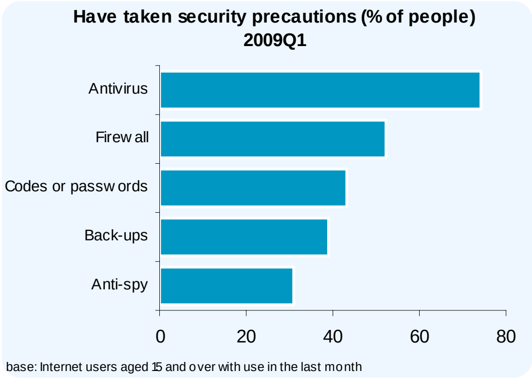


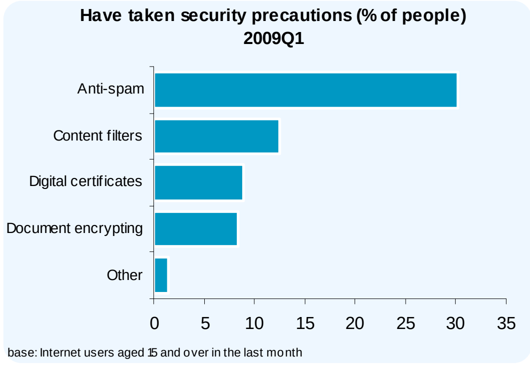
Other ICT related security problems underwent far fewer variations, and in general the number of incidents has decreased. Specifically, marginal incidents such as credit card fraud have, in general, dropped in frequency over the past year.

% of individuals (users in the last month)	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Undue mobile charges	2.8	1.5	2.4	1.8	2.3
Intrusions in another service	2.2	2.1	2.7	2.0	1.5
Credit card fraud	2.2	0.6	1.5	1.3	1.2
Online account fraud	0.8	0.5	0.7	0.5	0.2
Other	1.0	0.5	0.6	0.7	1.1

Base: Internet users aged 15 and over who declared use in the last month

10.7. Internet security precautions





Virus attacks increased in the last year, although the installation and monthly updating of antivirus programs was the security measure with the greatest increase in implementation in the first quarter of 2009, with a rise of 3.8 percentage points compared with the same period of the previous year; these applications are now used by 74.3% of Internet users.

The increase in antivirus software was followed by increases in firewalls and keys or passwords, which rose around 3 percentage points and were used by 52.4% and 43.1%, respectively, of Internet users who declared use in the last month.

% of individuals (users in the last month)	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Antivirus (updated in the last mc	67.7	71.0	70.5	72.3	**74.3**
Firewall	47.4	47.4	49.6	50.1	**52.4**
Codes or passwords	38.7	39.5	40.3	41.0	**43.1**
Back-ups	38.2	38.5	39.0	39.4	**39.1**
Anti-spy	26.3	26.6	29.0	30.4	**31.0**

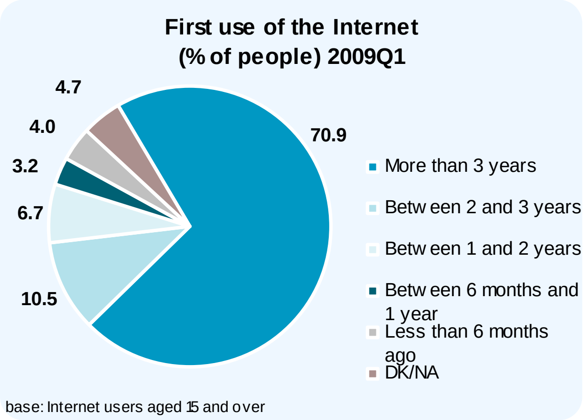
Base: Internet users aged 15 and over who declared use in the last month

% of individuals (users in the last month)	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Anti-spam	26.7	27.2	31.2	30.3	**30.2**
Content filters	11.5	11.7	14.3	14.4	**12.5**
Digital certificates	7.8	9.1	10.6	10.1	**8.9**
Document encrypting	8.3	9.2	10.1	8.8	**8.4**
Other	1.1	0.9	1.1	0.8	**1.4**

Base: Internet users aged 15 and over who declared use in the last month

Less common security precautions such as anti-spam, content filters, digital certificates and document encryption, with frequencies between 30% and 8% of Internet users, showed year-on-year declines of between one and two percentage points in the first quarter of 2009 compared to the same period of the previous year.

10.8. First use of the Internet and availability of e-mail

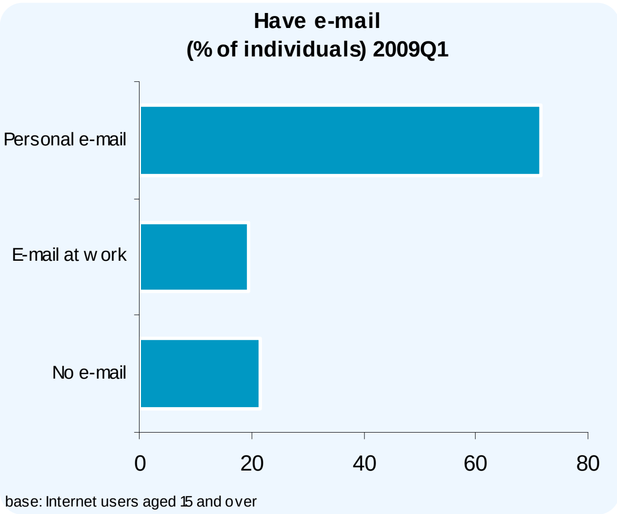


In the first quarter of 2009, there were around 16 million users who have been using the Internet for more than three years, equivalent to 70.9% of the population aged 15 and over. Together with the continued expansion in Internet use, a progressive tendency for people to continue using the Internet has been observed, analysed in this survey based on the length of time they had been using it.

% of individuals (Internet users)	More than 3 years	Between 2 and 3 years	Between 1 and 2 years	Between 6 months and 1 year	Less than 6 months ago	DK/NA
2006Q3	61.6	13.4	8.8	5.7	6.4	4.1
2007Q1	63.8	12.0	9.0	4.8	7.1	3.3
2007Q3	68.1	11.2	8.6	3.6	4.3	4.3
2008Q1	66.9	10.3	7.7	3.5	6.6	5.0
2008Q3	68.1	10.2	7.2	4.2	5.2	5.1
2009Q1	**70.9**	**10.5**	**6.7**	**3.2**	**4.0**	**4.7**

Base: Internet users aged 15 and over

Thousands of individuals	More than 3 years	Between 2 and 3 years	Between 1 and 2 years	Between 6 months and 1 year	Less than 6 months ago
2006Q3	11,453	2,485	1,629	1,061	1,191
2007Q1	12,558	2,353	1,775	945	1,400
2007Q3	13,679	2,254	1,722	718	862
2008Q1	14,223	2,185	1,629	747	1,405
2008Q3	15,000	2,249	1,587	933	1,155
2009Q1	**15,983**	**2,368**	**1,521**	**728**	**901**



The use of the electronic mail addresses grew yet again this quarter: In this first quarter of 2009, the percentage of Internet users who did not have e-mail fell by 2.6 percentage points compared to the same period the previous year. The clear predominance of personal e-mail addresses (71.6% of users) over work e-mail addresses (19.4%) grew even stronger compared to the previous year.

% of individuals (Internet users)	No e-mail	E-mail at work	Personal e-mail
2007Q1	25.3	16.8	65.7
2007Q3	23.4	18.3	69.2
2008Q1	24.2	17.9	68.3
2008Q3	22.6	16.9	69.9
2009Q1	21.6	19.4	71.6

Base: Internet users aged 15 and over

Thousands of individuals	No e-mail	E-mail at work	Personal e-mail
2007Q1	4,990	3,313	12,927
2007Q3	4,702	3,683	13,903
2008Q1	5,139	3,803	14,538
2008Q3	4,981	3,713	15,393
2009Q1	4,858	4,367	16,141

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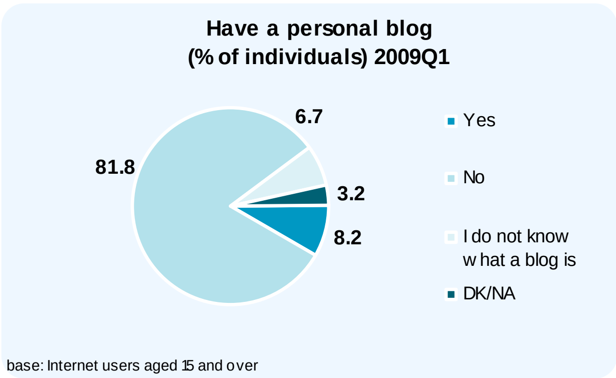
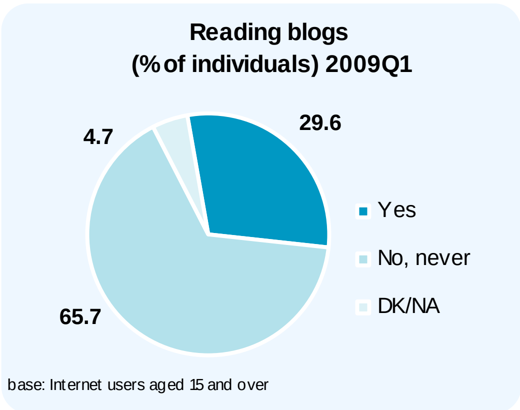
10.9. Availability, reading and writing of blogs

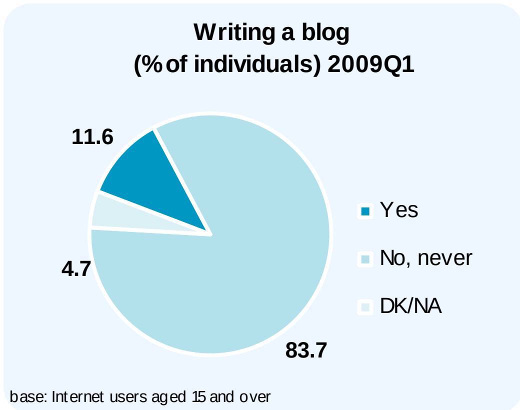


In the first quarter of 2009, 8.2% of those who had used the Internet at least once had one or more blogs. This represents an increase of 0.8 and 2.5 percentage points compared to the same period of the previous year and two years ago, respectively.

% of individuals (Internet users)	Yes	No	I do not know what a blog is	DK/NA
2007Q1	5.7	68.9	23.1	2.2
2007Q3	7.6	72.6	17.3	2.5
2008Q1	7.4	78.6	12.1	1.9
2008Q3	6.8	83.7	7.4	2.1
2009Q1	8.2	81.8	6.7	3.2

Base: Internet users aged 15 and over





Reading blogs was an activity performed by 29.6% of the individuals aged 15 and over who have used the Internet at least once, demonstrating that this is progressively becoming a channel of mass communication. In terms of writing one's own blog (and/or participation in blogs of others), this activity was carried out by 11.6% of the user population.

10.10. Public Administration via the Internet

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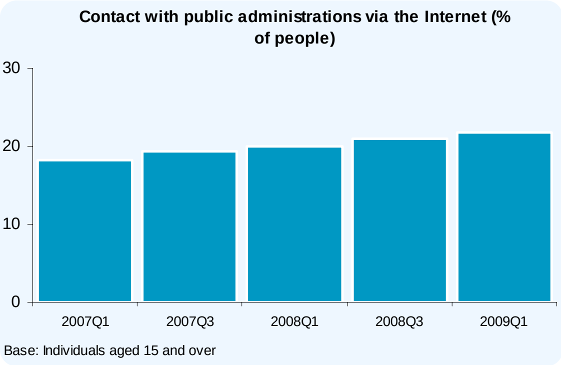

Contact with public administrations	% of individuals	Thousands of individuals
2007Q1	18.3	6,855
2007Q3	19.3	7,240
2008Q1	20.0	7,557
2008Q3	21.0	7,925
2009Q1	**21.8**	**8,334**

A total of 21.8% of the population aged 15 and over contacted the public administrations (national, regional and/or local) at least once by Internet to make a query, carry out formalities, etc. This is equivalent to 8.3 million people, almost 800,000 more than in the same period of the previous year.

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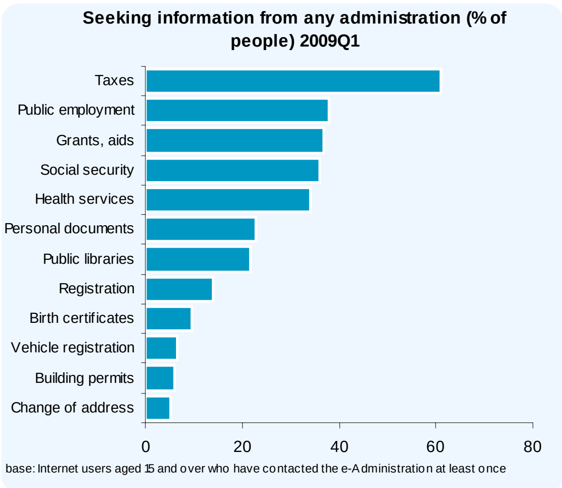
10.11. Administration information enquiry

% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Taxes	64.5	66.2	59.8	62.1	60.9
Public employment	34.8	34.3	34.7	31.0	37.9
Grants, aids	44.7	47.7	43.2	39.6	36.8
Social security	28.2	22.8	31.0	32.5	36.0
Health services	21.6	25.7	31.3	32.9	34.2
Personal documents	13.2	11.9	16.1	28.3	22.8
Public libraries	20.1	15.7	23.1	22.5	21.6
University enrolment	16.5	18.1	17.4	15.3	14.0
Birth certificates	8.2	9.0	8.9	11.3	9.5
Vehicle registration	6.0	6.2	7.0	6.9	6.5
Building permits	3.6	5.1	5.4	6.9	6.1
Change of address	6.2	7.1	7.5	5.6	5.1

Base: Internet users aged 15 and over who have contacted the e-Administration at least once



In the first quarter of 2009, 60.9% of those who had contacted the e-Administration did so to obtain information on taxes; almost 40% consulted information on public employment; 36.8% enquired about grants, and 36% and 34.2% enquired about social security and healthcare services, respectively. However, the main year-on-year increase was recorded by those seeking information on personal documents.

10.12. Downloading official Administration forms

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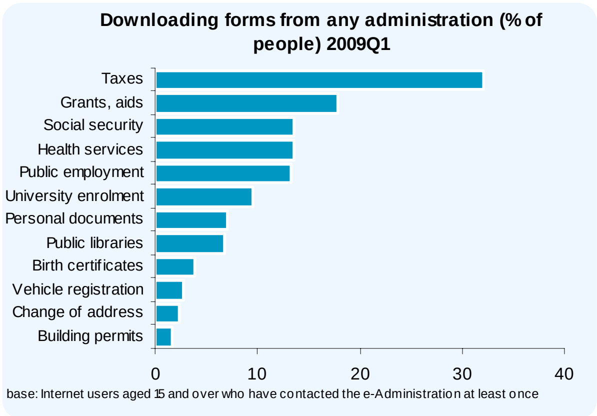
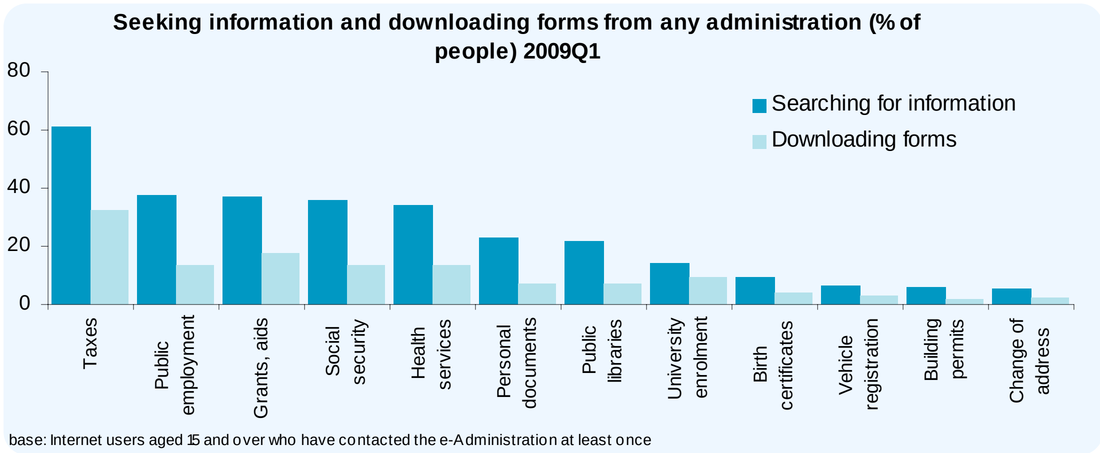
% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Taxes	32.5	30.8	31.0	30.7	32.1
Grants, aids	17.9	21.3	18.5	17.2	17.8
Social security	7.5	8.5	7.8	10.7	13.6
Health services	6.7	9.3	10.8	9.6	13.5
Public employment	11.9	11.7	11.2	9.9	13.3
University enrolment	8.9	10.8	10.4	9.8	9.6
Personal documents	2.5	3.3	3.1	4.8	7.0
Public libraries	3.9	3.0	4.7	5.6	6.8
Birth certificates	4.2	4.7	4.3	4.0	3.9
Vehicle registration	2.3	2.0	4.0	2.1	2.7
Change of address	2.3	2.5	3.1	2.0	2.3
Building permits	1.1	1.4	2.1	1.5	1.6

Base: Internet users aged 15 and over who have contacted the e-Administration at least once



The most frequently downloaded official forms were those on taxes, downloaded by 32.1% of those who had contacted the e-Administration at least once, followed by grants, aid and subsidies, social security, healthcare services, public employment and university registration.



Although the numbers for those downloading forms are well below the numbers for those seeking information, a certain parallel can be observed between these two aspects, with the highest levels of downloads corresponding to the services that are the most frequently consulted. University entrance forms had the highest download rate in relation to prior information searches.

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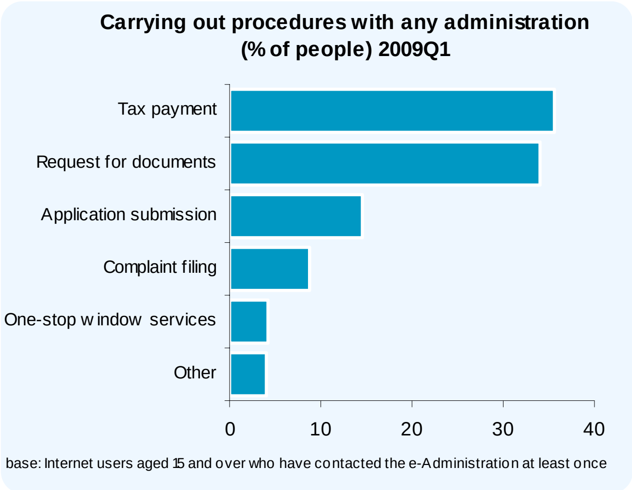
10.13. Carrying out formalities with the Administration

% of individuals	2007Q1	2007Q3	2008Q1	2008Q3	2009Q1
Tax payment	30.7	31.8	31.6	37.5	35.6
Request for documents	31.5	32.5	29.2	31.8	34.0
Application submission	14.8	13.8	12.5	12.9	14.6
Complaint filing	9.2	7.3	9.2	10.1	8.7
One-stop window services	5.1	5.2	5.1	4.3	4.2
Other	4.6	4.7	3.5	3.7	4.0

Base: Internet users aged 15 and over who have contacted the e-Administration at least once



Payment of taxes and requests for official documents were the formalities most frequently carried out via the Internet, As regards the former, 35.6% of those who contacted the e-Administration carried out the formality by electronic means, whilst 34% made requests for official documents. These were the two activities that showed the greatest growth compared to the same period of the previous year.

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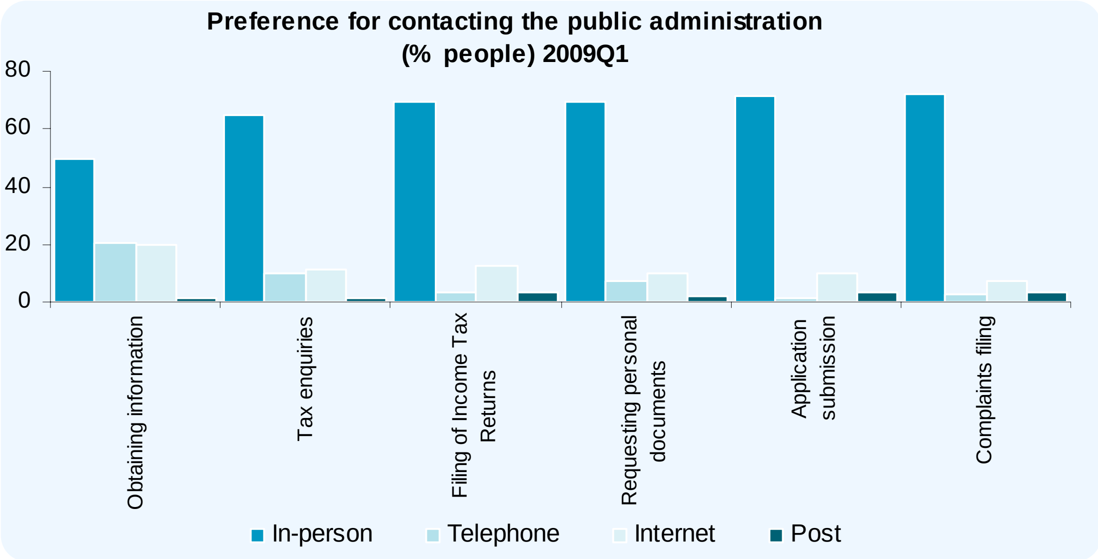
10.14. Preferences for contacting Public Administrations

% of individuals	Contact type	2007Q1	2007Q3	2008Q1*	2008Q3	2009Q1
Obtaining information	In-person	46.3	47.1	45.8	49.2	49.6
	Telephone	22.9	22.6	22.7	21.5	20.6
	Post	2.0	1.7	1.7	1.2	1.1
	Internet	17.0	17.8	19.0	19.3	19.9
Filing of Income Tax Returns	In-person	68.1	67.8	67.9	68.7	69.2
	Telephone	3.4	4.3	3.4	3.0	3.1
	Post	4.2	3.7	3.9	2.7	3.0
	Internet	9.4	10.1	10.5	13.7	12.6
Tax enquiries	In-person	62.0	61.1	62.3	64.6	64.5
	Telephone	12.4	11.7	11.2	9.9	9.7
	Post	1.2	1.3	1.5	1.3	1.3
	Internet	9.4	10.7	10.6	11.1	11.5
Requesting personal documents	In-person	68.6	68.6	67.8	71.4	69.7
	Telephone	7.8	7.0	7.8	6.6	7.2
	Post	2.0	2.5	2.0	1.6	1.7
	Internet	7.6	8.8	9.6	9.8	10.2
Application submission	In-person	70.1	70.2	69.5	73.0	71.5
	Telephone	1.8	2.3	2.1	1.7	1.6
	Post	5.5	4.9	4.8	3.7	3.6
	Internet	7.0	7.7	8.3	8.0	9.6
Complaints filing	In-person	71.0	71.2	70.8	74.1	72.1
	Telephone	3.0	2.9	3.2	2.5	2.6
	Post	4.4	3.8	3.6	3.0	3.4
	Internet	5.5	6.4	6.3	6.2	7.6

** Data corrected with respect to the report corresponding to the 20th Edition*

Although in-person contact continued to be the preferred method for contacting the public administrations, both for formalities and for obtaining information, and despite the fact that this preference that has once again been reinforced in the last quarter of the study, it can nevertheless be seen that virtual contact via the Internet is showing constant growth as the citizens' preferred contact method with the Administration.

In the first quarter of 2009 the Internet was the preferred method for obtaining information from the public administrations for 19.9% of the population aged 15 and over.



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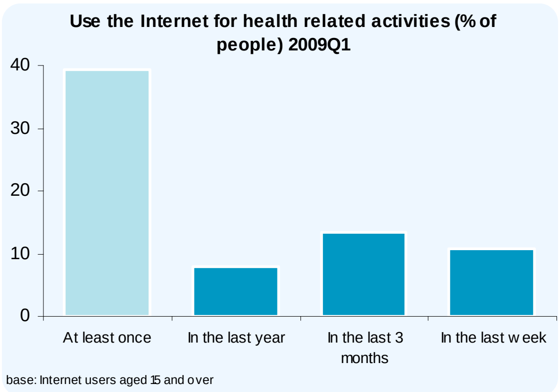
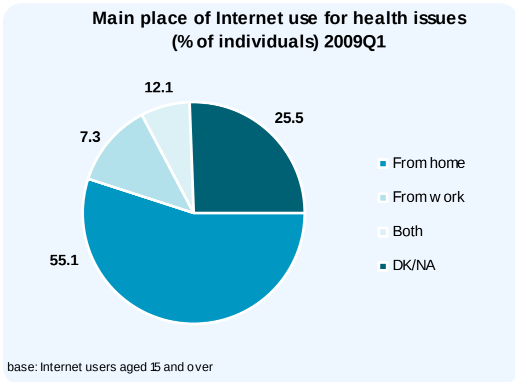
10.15. Internet use for health related issues





A total of 39.3% of Internet users aged 15 and over used the Internet for health related issues, 5 percentage points more than in the previous year. A total of 13.5% did so in the last three months and 10.8% in the last week.

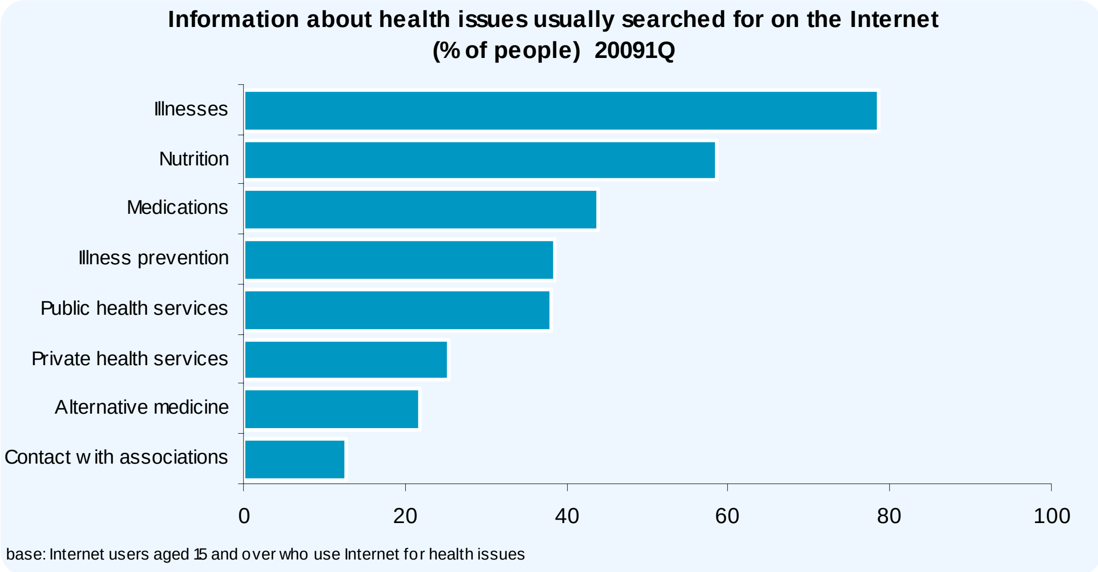
Of those using the Internet for this purpose, 55.1% did so from home, 12.1% did so from work and 7.3% did so from both locations.

% of individuals	2008Q1	2008Q3	2009Q1
At least once	34.4	38.8	**39.3**
In the last year	7.2	8.6	**7.9**
In the last 3 months	11.9	14.3	**13.5**
In the last week	9.1	8.3	**10.8**

Base: Internet users aged 15 and over

	2008Q1	2008Q3	2009Q1
From home	53.1	52.6	**55.1**
From work	14.1	12.2	**12.1**
Both	6.2	6.7	**7.3**
DK/NA	26.6	28.5	**25.5**

Base: Internet users aged 15 and over



The health information most frequently sought on the Internet was about illnesses, performed by 78.7% of those who used the Internet for issues regarding health. The most frequently consulted information about health was related to: nutrition, food and healthy lifestyles (58.5%), medications (43.9%), prevention of illnesses and healthy living (38.5%), public health institutions and services (38%) and private institutions and services (25.3%).

% of individuals	2008Q1	2008Q3	2009Q1
Illnesses	79.9	84.1	78.7
Nutrition	57.9	60.6	58.5
Medications	39.0	44.9	43.9
Illness prevention	33.9	38.5	38.5
Public health services	36.3	38.0	38.0
Private health services	25.8	24.3	25.3
Alternative medicine	22.3	25.8	21.9
Contact with associations	9.3	10.1	12.8

Base: Internet users aged 15 and over who used Internet for health related issues

11. OBJECTIVES AND METHODOLOGY

11.1. Scope of the study

A dynamic sector such as this requires a group of homogenous, reliable and rigorous indicators that can serve as a benchmark for establishing regulatory initiatives, designing promotion policies and supporting business decisions.

Since 2003, Red.es, in collaboration with Taylor Nelson Sofres (TNS) has been conducting a survey panel to analyse the demand for telecommunication and Information Society services in Spanish households. The survey provides indicators of the penetration of equipment, services and technologies, consumption levels and average expenditure, in addition to uses and attitudes towards technology, classified under five areas: landline telephony, mobile telephony, Internet, audio-visual and pay TV, and ICT equipment and devices.

In March 2008 Red.es signed an agreement with the Telecommunications Market Commission (CMT) to jointly prepare and conduct this sample panel survey.

This analysis of demand in the residential segment and the use by individuals inside and outside the household gives greater insight into the sector and complements surveys conducted by and indicators obtained from other entities and institutions regarding the offer of services both in residential and business areas.

11.2. Background data

Universes: 16,650,518 households. Individuals aged 15 and over: 38.145 million. Individuals aged 10 and over: 40.203 million.
The data published in this quarterly report refers to individuals aged 15 and over, except in a few cases where reference is made to the population aged 10 and over.

Sample: 3,124 households and 6,657 individuals aged 10 and over were included in the questionnaire analysis. A total of 2,768 households fulfilled the requirements for their invoices to be included in the analysis.

Scope: Mainland Spain, the Balearic Islands and the Canary Islands

Sample design: For each of the Autonomous Regions, proportional stratification by type of habitat, with social segment quotas, number of persons per household and presence of children under the age of 16 in the household.

Questionnaires: In addition to quarterly collection of invoices, a postal survey is carried out every six months including a household questionnaire and another individual questionnaire addressed to each of the members of the household aged 10 and over. The first questionnaire collects data on technological equipment in the household and the second asks about individuals' uses, habits and attitudes.

Field work: The field work and data processing has been carried out by Taylor Nelson Sofres (TNS). Collection of invoices for the period April-June 2009 was completed during August 2009.

Sampling error: Assuming simple random sampling criteria, for the case of maximum uncertainty (p=q=50%) and a confidence level of 95%, maximum sampling errors were ±1.75% for households and ±1.2% for individuals.